

**1. RESPONDING TO TRAUMA AND MEDICAL EMERGENCIES WITHIN AOR AND EMERGENCY RESPONSE SERVICE DURING CALAMITIES WITHIN AOR**

This office provides Trauma and Medical emergency services to our constituents by mobilizing an Emergency Response Team (ERT) composed of First Aiders and Emergency Medical Technicians (EMT) that provides pre-hospital care to patients and/ victims.

All emergency cases will be brought to the **nearest** medical facility for proper treatment. The patient and/ or their relatives or companion may recommend a hospital of choice provided that the medical facility is **WITHIN** San Juan City and has the capacity to treat the patient.

<b>Office or Division:</b>	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Constituents of San Juan City that are in dire need of assistance during calamities/ emergencies.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. a.) Receive call from City Disaster Risk Reduction and Management Office (CDRRMO) Hotline (7004 04 32) and/ or Radio</p> <p>b.) Personal coordination of concerned party at the CDRRMO</p> <p>c.) Receive of call and/ or Radio from different local agencies</p> <p>2. Provide the necessary information needed.</p> <ul style="list-style-type: none"> <li>- Name of caller:</li> <li>- Contact number of caller:</li> <li>- Name of patient/ victim:</li> <li>- Type of emergency:</li> <li>- Exact location of emergency:</li> <li>- Time of emergency (If witnessed):</li> <li>- Status of Patient/ Victim:</li> <li>- Assessment or intervention performed (If any):</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>For Radio/ Telephone Call:</b>            Caller contacts the CDRRMO hotline or</p>		none	2 minutes	Calls – Telephone/ Radio Operator

<p>personally coordinates with CDRRMO</p> <p>Caller will provide relevant information needed by the response team.</p> <p><b>For Personal Coordination:</b></p>	<p>Information will be verified and reviewed</p> <p>Gather relevant information verification of location then dispatch from the Operator</p> <p>Information will be verified and reviewed.</p> <p>If necessary, involved/ concerned party will accompany the ERT.</p>			<p>Personal – Operations or Admin personnel</p>
<p>Caller should expect arrival of the ERT within eight to ten minutes at the area</p> <p>ERT will coordinate with the caller/ family/ guardian of the patient/ victim</p>	<p>ERT will inform Dispatch Heat they have arrive on scene and will forward information for Advance call</p>		<p>10 minutes</p>	<p>Emergency Response Team</p>

**END OF TRANSACTION**