

The busiest month of the year was May with 74 cases, with June having 72 cases. The quietest month of the year was January with 41 cases.

## Busiest Times of the Day:

11.00am to 12.00pm	7.54%
4.00pm to 5.00pm	7.26%
3.00pm to 4.00pm	5.87%
8.00pm to 9.00pm	5.87%

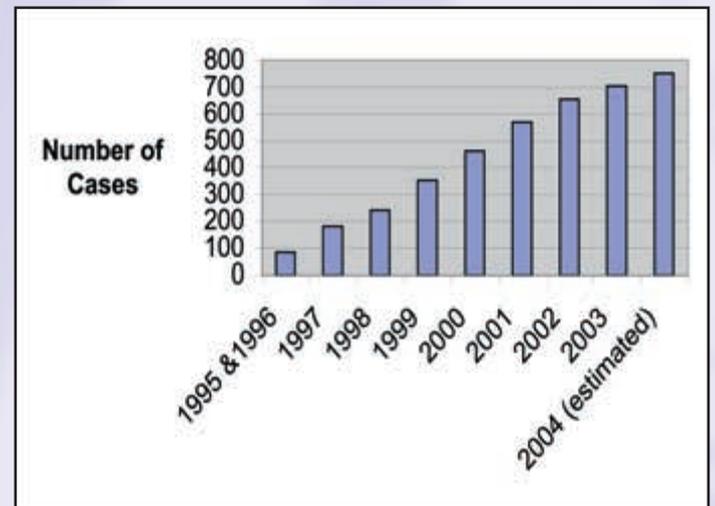
## Quietest Times of the Day:

4.00am to 5.00am	1.12%
5.00am to 6.00am	1.4%

## Popular Major Complaints

Abdominal Pain	7
Chest Pain	48
Altered Conscious State	6
Conscious Collapse	27
Fall	79
Headache	7
Haemorrhage	26
Overdose / Assault	16
Respiratory Distress	30
Road Traffic Accident	24
Medical Alarm Calls	38
Unwell	43

## Call Volume



## Popular Response Suburbs

Over 50 cases:

- East St Kilda
- Ripponlea / Elsternwick
- Caulfield North
- Caulfield South

Hatzolah has also responded to cases in:

- South Melbourne
- Toorak
- Armadale
- Gardenvale
- Elwood
- Carnegie
- Glenhuntly



In a medical emergency Call

# 9527 5111

Hatzolah. Caring for the community

**HATZOLAH ADMINISTRATION**

Ph: 9532 4363 Fax: 9532 4948

P.O. Box 3135, Ripponlea, VIC 3185

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Chevra Hatzolah Registration No. A0031975B

# The Hatzolah Report

5765 / 2004  
Erev Yom Kippur



In memory of  
Haim & Betty Gordon



## Response Times

There has been a lot of talk in the press lately about the issue of emergency response times. At Hatzolah, the issue is taken very seriously and we thought we would discuss Hatzolah's response.

Hatzolah currently responds to approximately 750 cases per year. This equates to roughly two calls per day. Of course there are some days when we have no calls, and others when we can have up to ten calls. The nature of these calls is varied, and can range from social issues to minor cuts and lacerations, through to road traffic accidents and cardiac arrests.

We keep statistics on all of our responses to measure our effectiveness at providing rapid treatment. Calls received to locations outside of our core area obviously take longer to respond to than those within our core area, however, we usually arrive quickly enough to still provide effective treatment.

The average response time for the 2003 calendar year was 2.84 minutes. This was in response to just over 700 calls.



It is interesting to note that in our early days in 1997 our average response time was 2.81 minutes, and we responded to 179 cases. Hatzolah's response time has remained steady despite a 393% increase in call volume!

Please bear in mind that Hatzolah does not guarantee a response time, but our history certainly speaks volumes regarding our dedication to our patients.

Hatzolah Responders are required to obey all road rules and our rapid response times are indicative of the fact that we are a community group who are based very close to where our calls originate. Medical response groups such as ours prove most effective when they are able to respond rapidly when required. You may have seen our recent brochure that explained the importance of rapid medical response to a patient who is unconscious or suffering symptoms of cardiac related problems. This is where Hatzolah is most effective.

Calling Hatzolah ensures that you are giving the highest chance of the best possible outcome for a person who is in need of rapid treatment.

# Training News and Updates

It is extremely exciting times at Hatzolah, as we aim to increase our level of knowledge and expertise so that we can deliver to you a more professional and higher level of care.

Our training schedule has included presentations from respected experts in a number of differing medical fields:

## Presentations from Medical Experts

- Presentation from Dr Jeffery Rosenfeld, Director of Neurology, Alfred Hospital on Neurological Emergencies.
- Presentation from Dr Graeme Southwick, Plastic Surgeon on his experiences at the Bali Bombing and multi casualty incidents.
- Presentation from Dr Jane Canestra, Dept of Human Services, on Chemical/Biological Radiological Emergencies.
- Presentation from Dr Shloime Menahem on his specialty of Nephrology.
- Presentation from Associate Professor Robert Berkowitz, of the Royal Children's Hospital on Pediatric Respiratory Emergencies.
- Presentation from Miss Heather Cleland, Director of Burns Unit, at the Alfred Hospital.
- Presentation from Dr Daryl Efron, Consultant Pediatrician, Royal Children's Hospital on Pediatric Emergencies.
- Presentation from Associate Professor George Braitberg, Director of Emergency Austin Hospital on Toxicology

## Special Training Programs

### 1. Mental Health First Aid Course

Amongst the car accidents, heart attacks and cardiac arrests is an area of emergency care that does not receive much attention, mental health. Depression, schizophrenia and suicide are not topics that you will find being openly discussed, however Hatzolah Responders are dealing with these issues on a daily basis.

In order to improve the way our Responders deal with these complex issues, we are currently undertaking a sixteen hour Mental Health First Aid Course run by the Australian National University. Hatzolah is one of the first organisations in Victoria to undertake this accredited course.

There are many reasons why we need training in Mental Health First Aid.

- Mental Health Problems are common, and encountered by Hatzolah Responders.
- There is a stigma associated with mental health problems.
- Many people are not well informed.
- Professional help is not always available 24 hours a day, seven days a week, like Hatzolah.
- Patients may not realise that they need help or that effective help is available for them.

Mental health first aid is help given to someone experiencing a mental health problem before professional help is obtained.

### 2. Pain Management

It has always bothered Hatzolah Responders to be with a patient who is in pain and not be able to reduce that level of pain. This is about to change. Hatzolah Responders will be undertaking a training program in pain management and will be administering pain relief, subject to an approved Clinical Guideline by the end of this year or the beginning of next year.



# Emergency Medical Information Book

## ***THIS APPEAL WON'T COST YOU A CENT BUT IT MAY SAVE YOUR LIFE!***

If you have a relative who is elderly or has specific medical requirements, please make sure to get them one of these booklets.

A recent successful Hatzolah initiative in providing better patient care is the development of the Emergency Medical Information Book.

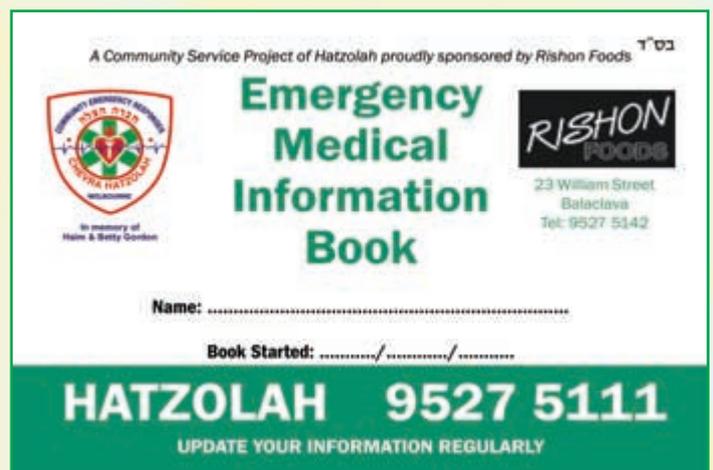
These booklets are designed to stick onto your fridge so they can be easily accessed in the event of an emergency.

The booklets contain important information such as list of medications, list of medical conditions, medical history, and emergency contact numbers.

The booklets have been put together by Hatzolah to help provide the best care possible for our patients.

Sometimes when a patient is transported to hospital, medical professionals may be unaware of relevant details (such as the patient's history, medications, etc) which could drastically affect the treatment that they receive.

By having one of these booklets completed for you or any family member who may require emergency assistance (ie. the elderly, or those with specific medical conditions), you can help ensure that they receive the most appropriate treatment. These booklets are available by contacting **HATZOLAH ADMINISTRATION ON 9532 4363**.



## Safety Tips for the Yom Tov Season

- Take care when lighting Shabbos or Yom Tov candles and keep them out of reach of children.
- Do not place candles near curtains or other flammable materials. Also ensure that loose sleeves or hair are kept away from flames.
- Always place candles (especially Yahrzeit candles) on a non-flammable surface such as a tray or plate.
- If you have any significant medical condition (eg. diabetes, cardiac or renal conditions), consult your doctor as to whether or not you may fast. If your doctor suggests not to fast, Halachic authorities explicitly forbid fasting (שו"ת רדב"ז).
- If you are in any doubt as to whether your condition will be exacerbated by fasting, please consult your doctor.
- When building a Sukkah, use extreme care when using power tools.
- Never use electrical tools or equipment in the rain.
- Use a real ladder and have someone hold it whilst in use. Do not climb on chairs or boxes.
- Use thick gardener's gloves when handling palm schach.
- On Simchas Torah, ensure you know the whereabouts of your children at all times, and discuss safety and appropriate behaviour with them (you don't need alcohol to be happy).