

WHAT HAPPENED" But why do they ask me all those questions when I call for an ambulance?

I need it now and those are wasting time! What is all that information interested in? Let them send me an ambulance right away and that's it! "This way of thinking is linked to the concept that ambulances are all the same, they only serve to quickly transport an injured person, a sick person to the hospital where he will find the appropriate assistance he needs IT IS NOT TRUE!

It is NOT true that all ambulances are the same. There are: ambulances dedicated to non-urgent transport, therefore without either the equipment or the assistance capacity of the staff who train the crew to help particularly serious patients ambulances with personnel, volunteers and employees, professionally trained and prepared for rescue

ambulances with a doctor on board capable of dealing with and resolving the most serious cases if the need is identified, there is also the possibility of calling in one of the rescue helicopters of the Emilia Romagna Region It is NOT true that it is enough to quickly transport the patient to the hospital. There are patients who can find the level of care necessary for their condition only in specially equipped hospitals, and not in the hospital that is simply the closest

It is NOT true that assistance can only be provided in the hospital, but it can and must begin immediately if the patient's condition is particularly serious Providing complete and comprehensive data does not mean wasting precious time, it means gaining it. Sometimes it means saving a life. Family doctor, emergency medical service, emergency room and 118



The Parma assistance network, which includes the emergency-urgency network, is made up of various services which, used correctly, provide the assistance necessary to best deal with any type of health problem. Here are the services available and when to use them:

Family doctors It helps and guides you in accessing care.

With the doctor you can consider your health condition and build a tailor-made path for you. • When to see a doctor? Every day, from Monday to Friday, from 8 to 20 (excluding the pre-holidays and holidays, when the continuity assistance service is active).

The opening of the clinic is guaranteed 5 days a week, always on Mondays, according to the methods and times disclosed by the professionals, who for 85% manage the clinics in partnership with other colleagues. In case of suspicion of heart failure, the family doctor represents the hub for access to the service network; if necessary, the family doctor can send the patient to the emergency room.

Emergency medical service - continuity of assistance • When to call? For health problems that arise at night or on public holidays and days before holidays, when your doctor is not on duty (for example after 8pm and on holidays), and for which you cannot wait.

The telephone number for Parma city is: 0521.292555, the site is the old concierge of the Rasori pavilion (hall 25) on the edge of the hospital area, the only driveway from via Rasori. • When not to call? For

For patients in emergency-urgency situations for myocardial infarction - STEMI - the appropriate access is starting from the call to 118 which activates the service in consideration of the symptoms highlighted with the aim of minimizing intervention times.

The reading of the electrocardiogram takes place starting from the place where the patient is, thanks to the collaboration of cardiology professionals with the emergency-urgency network of our company, with definition of the diagnosis and preparation of the specific intervention. Upon arrival at the hospital, the patient is taken by the hand by the nursing case manager who accompanies him on the path defined in a specific and personalized way.