



AMBULANCE FACT SHEET

ISSUED JULY 2009

Your Ambulance Service



The Emergency number in Australia is Triple Zero (000). In a medical emergency dial Triple Zero (000) and ask for Ambulance. Our response starts as soon as you call.

For all medical emergencies dial Triple Zero (000) immediately and ask for Ambulance

OUR VISION

Excellence in care.

OUR MISSION

As an integral part of the State's health system, the Ambulance Service of New South Wales (Ambulance) will provide responsive, quality emergency clinical care, patient transport, rescue and retrieval services through:

- > Quality of service
- > Working in partnerships
- > Meeting community needs
- > Valuing our people
- > Organisational performance.

OUR CORPORATE VALUES

We put our patients first by:

- > Caring
- > Respecting people
- > Working together
- > Showing accountability and responsibility
- > Focusing on community satisfaction
- > Fostering technical and professional excellence
- > Ensuring equity of service provision.

MAKING A DECISION ABOUT YOUR TREATMENT AND/OR TRANSPORT

Paramedics have a duty of care to the public to ensure appropriate clinical treatment is provided.

REFUSING TREATMENT AND/OR TRANSPORT

Paramedics will not transport you to hospital against your will. Should you not comply with advice given, you will be required to sign a disclaimer that states you have rejected the advice provided.

ACCESSING YOUR RECORDS

Ambulance is committed to providing you with a high quality service. This includes protecting your privacy and ensuring you know your rights and responsibilities.

We are bound by the new Health Records and Information Privacy Act 2001, which sets out the principles concerning protection of your private information.

Generally you are able to view your Ambulance Service records at your request. You should apply in writing to Ambulance Service Medical Records to obtain a copy of your information (fees apply).

HOW TO USE FREEDOM OF INFORMATION (FOI)

Under the FOI Act to see your files you will need to:

- > write a letter to the FOI coordinator for the Ambulance Service which holds your files

OR

- > generally pay \$30.00 for each request, unless you receive a benefit which reduces the fee to \$15.00
- > pay a processing fee if there are lengthy investigations.

The FOI Coordinator
Ambulance Service of
New South Wales
Locked Bag 105
Rozelle NSW 2039

MEDICARE

Ambulance services are not covered by Medicare.

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For further information please contact:



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GIVING A COMPLIMENT OR MAKING A COMPLAINT

You can give your opinion about the care or the service you received from Ambulance. This may be in the form of a compliment or a complaint. You can make a complaint or a compliment verbally or in writing. Any complaint will be taken seriously and treated confidentially.

If you are not happy with how your complaint is managed contact the Professional Standards and Conduct Unit, Ambulance Service of NSW or phone (02) 9320 7777 or for the price of a local call 1300 655 200 (Monday to Friday 9am to 5pm).

ABORIGINAL AND TORRES STRAIT ISLANDER SERVICE

Enquiries relating to Aboriginal or Torres Strait Islander issues can be directed to the Aboriginal Employment and Liaison Officer for the cost of a local call on 1300 655 200.

ZERO TOLERANCE

All Ambulance staff have the right to work in a violence free work place. Patients and others have the right to receive health care in an environment free from risk to their personal safety.

Ambulance has adopted a zero tolerance response to all forms of violence on health service premises or any other place where health related activities are carried out.

For further information please contact: