



The 2nd International Neurotrauma Congress & the 4th International Roads Safety Congress

Shefa Neuroscience Research Center, Tehran, Iran, 18-20 February, 2015

The Neuroscience Journal of Shefaye Khatam

Volume 2, No. 4, Suppl. 3

Oral Presentation

SOS System, National Initiation to Improve Emergency Services: Problem Solving in Iran

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Published: 18 February, 2015

Abstract

Dealing with life-threatening situations requires the quickest, most effective response. Each time the emergency phone number 115 is dialed, EMS is ready to act and dispatch the rescue services needed. Whether it is a fire, road accident, crime or medical crisis, the caller in distress should receive support from emergency services and lives should be saved. To be able to meet the required response times and to handle every complex situation, related studies showed that there are a lot of problems in emergency services in Iran such as: the lack of planning, Inadequate organizational management of resources, Insufficient coordination in the provision of health services in emergency and disaster, duplication efforts, wasting resources, wasting time: response time, organizational conflict, and most important different Emergency numbers with different dispatch system. This study has been done to develop integrated dispatch system between EMS, Fire brigade, Red Crescendo, Traffic Police and Road maintenance organization. This study has been done using multi method approach including, individual interview, FGD, Expert panel and reviewing international experiences. Study showed that developing PSAP: Public Service Answering Point (SOS) with integrated dispatch system can solve a lot of coordination and cooperation problem and improve the quality of care for people who needs life saving emergency services. The concept of providing emergency care for the seriously ill is one of the measures of a civilised society. Throughout the world, the emergency medical systems have been focused on the delivery of care to life-threatening emergencies. The provision of organised prioritisation and dispatching systems is the first step in the delivery of emergency medical support in the prehospital setting. Emergency medical dispatching (EMD) with a single common number can play crucial role in saving life and improving quality of care in life treating situation.

Keywords: Emergency Services, Common Dispatch, SOS System.

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