

Government of Tamilnadu
Tamil Nadu Health Systems Project

108 Emergency Management Services
Performance Report

Month: March Year: 2013

&

Financial Year 2012-2013

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GOVERNMENT OF TAMIL NADU
TAMIL NADU HEALTH SYSTEMS PROJECT
108 - EMERGENCY AMBULANCE SERVICES

Monthly performance report
(FORM A)

Month : Mar 2013

FY- Year :2012-'13

SL. No.	Details	Prev Month		During the Month		Up to the Month	
		Performance	%	Performance	%	Performance	%
1	Sense - Activities of the Emergency Response Center						
1.1	Details of the Calls						
1.1.1	Number of Calls Landed	497318	100.00%	602221	100.00%	7010577	100.00%
1.1.2	Number of Unattended Calls (UAC)	3241	0.65%	3678	0.61%	217119	3.10%
1.1.3	Number of calls answered	494077	99.35%	598523	99.39%	6793441	96.90%
1.2	Types of Calls						
1.2.1	Emergency Calls	61930	12.53%	73692	12.31%	798885	11.76%
1.2.2	Non Emergency Calls	85563	17.32%	96273	16.09%	1123439	16.54%
1.2.3	Ineffective Calls *	346584	70.15%	428558	71.60%	4871117	71.70%
1.2.4	Total Number of Calls (Ref.1.1.3)	494077	100.00%	598523	100.00%	6793441	100.00%
1.3	Classification of Emergency Calls						
1.3.1	Number of Medical Emergency Calls	59427	95.96%	70699	95.94%	762784	95.48%
1.3.2	Number Police Emergency Calls	1266	2.04%	1395	1.89%	17597	2.20%
1.3.3	Number fire Emergency Calls	1237	2.00%	1598	2.17%	18504	2.32%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	61930	100.00%	73692	100.00%	798885	100.00%
1.4	Classification of Medical Emergency Calls						
1.4.1	Number of Medical Emergency calls	58857	99.04%	69587	98.43%	735374	96.41%
1.4.2	Number of repeated Emergency calls	570	0.96%	1112	1.57%	27410	3.59%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	59427	100.00%	70699	100.00%	762784	100.00%
1.5	Call Handling Data						
1.5.1	Percentage of calls attended within 1 st Ring	NA	96.00%	NA	95.00%	NA	88.00%
1.5.2	Percentage of calls attended within 2 nd Ring	NA	1.00%	NA	2.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3 rd Ring	NA	3.00%	NA	3.00%	NA	9.00%
2	Reach - Ambulance Service utilized						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	58857	NA	69587	NA	735374	NA
2.2	Total Number of Ambulance Trips	57330	NA	67511	NA	682206	NA
2.3	Number of Ambulance Services utilized	53072	90.17%	62958	90.47%	634364	86.26%
2.4	Number of Ambulance Services not utilized	4258	7.23%	4553	6.54%	47842	6.51%
2.5	Number of Ambulance Services busy **	1615	2.74%	2076	2.98%	53255	7.24%
2.6	Number of Trips per ambulance	94.60	NA	107.33	NA	1275.15	NA
2.7	Number of Trips per ambulance/day	3.38	NA	3.46	NA	3.49	NA
3	Care						
3.1	Total number of cases transported (Ref. 2.3)	53072	NA	62958	NA	634364	NA
3.2	Total number cases transported per ambulances	87.58	NA	100.09	NA	1185.73	NA
3.3	Total number cases transported per ambulances per day	3.13	NA	3.23	NA	3.25	NA

Note: Total Lives Saved from 15th Sep 2008 to 31st March 2013 = 86,007

SL. No.	Details	Prev Month		During the Month		Up to the Month	
		Performance	%	Performance	%	Performance	%
4	Types of Emergencies handled						
4.1	Accidental Poisoning	2776	5.23%	3170	5.04%	28774	4.54%
4.2	Acute Abdomen	2791	5.26%	3343	5.31%	36984	5.83%
4.3	Allergic Reactions	35	0.07%	28	0.04%	308	0.05%
4.4	Animal Attack	1505	2.84%	1654	2.63%	16657	2.63%
4.5	Assault	2207	4.16%	2779	4.41%	26755	4.22%
4.6	Behavioral	2	0.00%	2	0.00%	27	0.00%
4.7	Cardiac/Cardio Vascular	3278	6.18%	3437	5.46%	31907	5.03%
4.8	Diabetes	400	0.75%	471	0.75%	4478	0.71%
4.9	Disasters due to Natural elements	7	0.01%	7	0.01%	55	0.01%
4.10	Epilepsy	1431	2.70%	1589	2.52%	16432	2.59%
4.11	Fevers / Infections	1564	2.95%	1421	2.26%	23944	3.77%
4.12	Fire/Burns	696	1.31%	793	1.26%	7927	1.25%
4.13	Hazmat (Hazardous Material)	0	0.00%	4	0.01%	8	0.00%
4.14	Industrial	13	0.02%	19	0.03%	182	0.03%
4.15	Neonatal(upto 1 month)	1137	2.14%	1599	2.54%	16964	2.67%
4.16	Paediatric(1-12years)	56	0.11%	66	0.10%	956	0.15%
4.17	Pregnancy related	11568	21.80%	15842	25.16%	160160	25.25%
4.18	Respiratory	1974	3.72%	2084	3.31%	19983	3.15%
4.19	Road Traffic Accident - Trauma	13002	24.50%	14776	23.47%	147290	23.22%
4.20	Stroke/Cerebro Vascular Accidents	638	1.20%	681	1.08%	6407	1.01%
4.21	Suicide attempt	298	0.56%	339	0.54%	3238	0.51%
4.22	Trauma	2177	4.10%	2466	3.92%	24883	3.92%
4.23	Unconscious	1111	2.09%	1241	1.97%	13032	2.05%
4.24	Others	4406	8.30%	5147	8.18%	47013	7.41%
	Total Medical Emergencies (1.4.1/2.3)	53072	100.00%	62958	100.00%	634364	100.00%
5	AN Mother and Neonatal – Emergencies Care						
5.1	Inter Facility Transfer of AN Mothers						
5.1.1	Number of cases lifted thro' ERC to Hospital	5259	45.46%	7176	45.30%	79156	49.42%
5.1.2	Number of cases lifted from Hospital	6309	54.54%	8666	54.70%	81004	50.58%
5.1.3	Number of cases re-referred by Hospital to Higher Level	4	0.03%	4	0.03%	101	0.06%
5.1.4	Number of cases re-referred by referred institutions	1	0.01%	1	0.01%	22	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	5	0.04%	5	0.03%	123	0.08%
5.1.6	Total Number of AN Cases	11568	100.00%	15842	100.00%	160160	100.00%
5.2	IFT others	10408	62.26%	12270	58.61%	101425	55.60%
5.2.1	Neonatal (upto 1 month)	1011	6.05%	1406	6.72%	13920	7.63%
5.2.2	Road Traffic Accident - Trauma	1970	11.78%	2307	11.02%	17323	9.50%
5.2.3	Accidental Poisoning	1029	6.16%	1256	6.00%	9237	5.06%
5.2.4	Cardiac/Cardio Vascular	931	5.57%	1038	4.96%	7685	4.21%
5.2.5	Others	5467	32.70%	6263	29.91%	53260	29.19%
5.2.6	Total number of IFTs (5.1.2+5.2)	16717	100.00%	20936	100.00%	182429	100.00%
5.3	AN Mother/Infant Mother - Follow-Up Data						
5.3.1	Number of Maternal Mortality at Hospital	9	0.08%	4	0.03%	54	0.03%
5.3.2	Number of Infant Mortality at Hospital	8	0.06%	9	0.05%	111	0.06%
5.4	Neo-natal transport Data						
5.4.1	Neonatal cases transported in Neo-natal ambulances	228	20.05%	277	17.32%	2732	16.10%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1137	100.00%	1599	100.00%	16964	100.00%
6	Availed Tribal case count						
6.1	Total number of cases taken from Tribal areas	1274	NA	1338	NA	15541	NA
7	Critical Life Saved						
7.1	Total Number of Lives Saved***	500	NA	400	NA	15919	NA
8	Death En-route Case Details						
8.1	Total number of cases where victims "Vitals were not recordable"	63	NA	86	NA	607	NA

Annexure A – Ambulance Details

S No	Ambulance Distribution Data	Phase I Ambulance Count and GH Vehicles (Force Motors)	Phase II Ambulance Count and GH Vehicles(Swaraj Mazda & Eicher)	Total
1	Number of Ambulances Supplied	430	199	629
2	Number of Ambulances modified	430	199	629
3	Number of Ambulances Launched during the month	0	0	0
4	Number of modified ambulances awaiting launch	8	0	8
5	Number of Ambulance on road for the month	403	185	588
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/Manpower shortage)	6-Chennai 1-Cuddalore 1-Dindigul 1-Erode 3-Kancheepuram 1-Madurai 1-Ramanathapuram 1-Sivagangai 2-Thiruvallur 1-Thiruvarur 1-Thiruvanamalai 1-Thoothukudi 1-Virudhunagar 2-Tiruchirapalli 4-Coimbatore	2-Ariyalur 1-Sivagangai 1-Nagapattinam 1-The Nilgris 2-Thoothukudi 5-Villupuram 2-Vellore	41
7	Spare ambulances used in Districts	2-Ariyalur 3- Chennai 3-Coimbatore 2-Kancheepuram 1-Karur 3-Madurai 2-Nagapattinam 1-Perambalur 3-Pudukkottai 1-Ramanathapuram 1-Sivaganagai 1-Tirupur 1-Thiruvallur 2-Thiruvanamalai 1-Thiruvarur 1-Tiruchirapalli 2-Thoothukudi 1-Tirunelveli 2-Virudhunagar 1-Vellore	1-Chennai 1-Dharmapuri 1-Dindigul 1-Erode 2-Krishnagiri 1-Namakkal 1-Pudukottai 1-Salem 1-Thanjavur 3-Thoothukudi 3-Villupuram 1-Theni 1-Coimbatore 2-The Nilgris	54

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	12
CHENNAI	36+ 3 Neonatal ambulances
COIMBATORE	26
CUDDALORE	26 + 1 NN
DHARMAPURI	16 + 1 NN
DINDIGUL	16
ERODE	19
KANCHEEPURAM	37 + 1 NN
KANYAKUMARI	8
KARUR	9
KRISHNAGIRI	16
MADURAI	20 + 1 NN
NAGAPATTINAM	18
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	15
RAMANATHAPURAM	16
SALEM	22
SIVAGANGAI	14
THANJAVUR	20
THE NILGIRIS	11
THENI	11
THIRUVALLUR	32
THIRUVANAMALAI	28
THIRUVARUR	15
THOOTHUKUDI	17
TIRUCHIRAPALLI	20
TIRUNELVELI	20
TIRUPUR	17
VELLORE	36
VILLUPURAM	31
VIRUDHUNAGAR	15
Grand Total	629

Annexure C: District Wise Trip Details

1st - 31st Mar 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
TIRUPUR	17	2439	4.63	106766	203	44
MADURAI	21	2576	3.96	87106	134	34
THENI	11	1335	3.91	58922	173	44
CUDDALORE	27	3274	3.91	133122	159	41
NAMAKKAL	14	1637	3.77	64146	148	39
KANYAKUMARI	8	932	3.76	31673	128	34
TIRUNELVELI	20	2320	3.74	123315	199	53
PUDUKKOTAI	15	1721	3.70	76064	164	44
KANCHEEPURAM	38	4337	3.68	195270	166	45
TIRUCHIRAPALLI	20	2276	3.67	91050	147	40
SALEM	22	2476	3.63	101230	148	41
THIRUVALLUR	32	3563	3.59	158365	160	44
THIRUVARUR	15	1635	3.52	74725	161	46
THIRUVANMALAI	28	3030	3.49	161025	186	53
DHARMAPURI	17	1829	3.47	104797	199	57
THANJAVUR	20	2139	3.45	85656	138	40
COIMBATORE	26	2739	3.40	85044	106	31
KARUR	9	948	3.40	43364	155	46
NAGAPATTINAM	18	1893	3.39	97396	175	51
VIRUDHUNAGAR	15	1576	3.39	79480	171	50
ERODE	19	1941	3.30	75453	128	39
CHENNAI	39	3972	3.29	77058	64	19
RAMANATHAPURAM	16	1629	3.28	96117	194	59
VELLORE	36	3656	3.28	213376	191	58
SIVAGANGAI	14	1421	3.27	59181	136	42
DINDIGUL	16	1610	3.25	67539	136	42
KRISHNAGIRI	16	1577	3.18	85024	171	54
ARIYALUR	12	1177	3.16	51144	137	43
PERAMBALUR	9	873	3.13	37305	134	43
VILLUPURAM	31	3003	3.12	152578	159	51
THOOTHUKUDI	17	1397	2.65	71447	136	51
THE NILGRIS	11	580	1.70	39392	116	68
TOTAL	629	67511	3.46	2984130	153	44

1st April - 31st Mar 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/ambby/day	Total Kilometre Run	Kilometre/ Ambby/Day	Average Kilometre/Trip
MADURAI	17	26801	4.22	829926	131	31
KANCHEEPURAM	31	45179	4.06	1950830	175	43
TIRUPUR	15	22333	4.01	907800	163	41
CUDDALORE	24	34782	3.97	1391331	159	40
THANJAVUR	16	22475	3.83	859629	146	38
THENI	10	13571	3.81	606662	170	45
COIMBATORE	20	28210	3.80	894182	120	32
CHENNAI	28	38224	3.72	724584	70	19
THIRUVANMALAI	23	30953	3.69	1489422	177	48
TIRUCHIRAPALLI	18	23808	3.66	903083	139	38
PUDUKKOTAI	13	17023	3.63	670416	143	39
DHARMAPURI	14	18597	3.58	939258	181	51
VELLORE	31	39244	3.51	2086834	186	53
SALEM	20	25235	3.50	938061	130	37
ERODE	16	20488	3.44	817761	137	40
THIRUVARUR	12	15201	3.42	667308	150	44
ARIYALUR	10	12164	3.39	551766	154	45
THIRUVALLUR	28	34779	3.38	1594273	155	46
VILLUPURAM	27	32504	3.35	1564962	161	48
VIRUDHUNAGAR	13	16124	3.33	718295	149	45
NAMAKKAL	12	14841	3.32	569547	127	38
TIRUNELVELI	19	22413	3.27	1205430	176	54
NAGAPATTINAM	16	19333	3.26	958548	162	50
KARUR	9	10078	3.16	422509	132	42
RAMANATHAPURAM	13	15231	3.11	807950	165	53
KRISHNAGIRI	14	15675	3.10	780832	155	50
SIVAGANGAI	12	13806	3.09	546899	122	40
PERAMBALUR	8	8278	2.96	341443	122	41
THOOTHUKUDI	12	13289	2.95	645740	143	49
KANYAKUMARI	9	9535	2.93	311850	96	33
DINDIGUL	15	16140	2.88	640713	114	40
THE NILGRIS	9	5895	1.75	383985	114	65
TOTAL	535	682209	3.49	28721829	147	42

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month		April'12 – March'13	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	53,714	85.32%	5,31,885	83.85%
2	Number of cases admitted in Private Hospitals	2,811	4.46%	43,768	6.90%
3	Others (Number of cases provided First aid only refused treatment, etc.)	6,433	10.22%	58,711	9.26%
TOTAL		62,958	100.00	6,34,364	100.00

Annexure E: District Wise Emergency Cases Handled (Mar 2013)

Mar'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANICHEEPURAM	KANNYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	12	39	26	27	17	16	19	38	8	9	16	21	18	14	9	15	16	22
Accidental Poisoning	93	57	123	155	123	86	101	168	28	24	78	131	119	63	43	97	73	124
Acute Abdomen	91	152	111	260	99	44	58	233	20	38	43	117	138	74	57	63	100	74
Allergic Reactions			1	1						1		4	4		1		2	2
Animal Attack	71	11	37	134	35	37	36	89	9	26	20	62	97	44	29	60	45	46
Assault	80	106	99	141	72	68	89	98	94	56	45	84	114	64	42	111	90	145
Behavioral									1									
Cardiac/Cardio Vascular	56	209	158	173	88	61	106	204	37	44	41	119	124	85	46	99	121	91
Diabetes	6	53	37	26	10	3	13	31	2	6	5	14	16	9	9	11	16	17
Disasters due to Natural elements			1		1	1		1										
Environmentals																		
Epilepsy	25	173	54	64	51	30	48	115	13	24	35	62	32	28	24	34	17	50
Fevers / Infections	23	62	49	86	19	13	23	54	28	43	11	17	58	23	19	12	105	31
Fire/Burns	14	43	34	37	24	22	21	75	11	13	16	29	28	19	3	11	14	18
Industrial		3	1		1	1	3	2								1	1	2
Neonatal (upto 1 month)	28	121	47	46	87	57	32	89	12	21	50	72	23	37	30	26	39	73
Others	81	617	197	248	120	72	172	367	96	84	64	175	169	117	58	86	118	157
Paediatric (1-12 years)	1	2		5			1	9		2	1	4	1	2	2		2	2
Pregnancy related	301	284	462	759	551	391	352	891	179	224	616	617	307	335	206	481	366	621
Respiratory	28	223	106	133	30	25	60	125	24	20	21	56	49	43	22	33	30	66
Stroke/Cerebrovascular Accidents	15	44	19	24	29	8	11	34	13	7	10	19	22	30	8	12	15	23
Suicide attempt	3	36	11	24	7	2	10	18	3	3	9	20	8	11	4	7	7	8
Trauma (non Vehicular)	27	262	148	87	43	61	106	156	43	23	29	99	90	83	39	55	43	78
Trauma (Vehicular)	172	863	662	649	332	525	519	1131	250	179	357	629	383	433	171	440	314	597
Unconscious	12	223	85	36	16	21	40	89	15	15	20	57	16	21	15	20	21	35
Grand Total	1127	3544	2442	3088	1738	1528	1801	3979	878	853	1471	2387	1798	1521	828	1659	1539	2260
Number of cases/ ambulance	94	91	94	114	102	96	95	105	110	95	92	114	100	109	92	111	96	103
Number of cases/Ambulance/day	3.0	2.9	3.0	3.7	3.3	3.1	3.1	3.4	3.5	3.1	3.0	3.7	3.2	3.5	3.0	3.6	3.1	3.3

District Wise Emergency Cases Handled...contd (Mar 2013)

EMERGENCY TYPE	SVAGANGAI	THANAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	20	11	11	32	28	15	17	20	20	17	36	31	15	629
Accidental Poisoning	69	124	16	125	132	172	103	80	86	96	142	128	145	66	3170
Acute Abdomen	58	134	39	65	196	177	109	46	105	92	107	160	216	67	3343
Allergic Reactions		2		1	1	5			1		1		1		28
Animal Attack	68	57	5	33	59	99	65	24	51	38	31	86	94	56	1654
Assault	70	112	32	62	65	102	70	67	98	118	110	119	115	41	2779
Behavioral												1			2
Cardiac/Cardio Vascular	69	123	39	86	229	124	98	86	115	95	160	165	123	63	3437
Diabetes	6	6	6	9	30	16	8	10	15	11	16	30	17	7	471
Disasters due to Natural elements	1											1		1	7
Environmentals											1			1	2
Epilepsy	34	49	21	24	114	58	38	54	57	40	64	71	54	32	1589
Fevers / Infections	20	30	14	19	53	33	32	74	57	189	56	40	48	80	1421
Fire/Burns	24	43	7	18	43	38	22	8	16	31	22	52	18	19	793
Industrial					4			2		1		1			23
Neonatal(upto 1 month)	21	23	31	32	55	78	26	30	49	56	40	161	73	34	1599
Others	103	141	73	98	279	158	168	84	181	163	202	221	203	73	5145
Paediatric(1-12years)	1			1	4	4	2	2	2	3	2	8	3		66
Pregnancy related	319	538	158	331	754	1006	344	297	640	510	370	1269	825	538	15842
Respiratory	41	60	31	47	173	79	55	42	70	82	79	103	90	38	2084
Stroke/CerebroVascular Accidents	8	10	22	13	55	18	28	13	23	26	28	45	32	17	681
Suicide attempt	4	13		4	26	14	11	6	4	9	17	19	16	5	339
Trauma (non Vehicular)	43	64	25	57	128	76	56	48	98	79	103	105	70	42	2466
Trauma (Vehicular)	388	469	28	226	787	567	318	321	450	507	673	548	589	299	14776
Unconscious	21	30	13	18	94	37	12	34	25	33	42	58	46	21	1241
Grand Total	1368	2028	560	1269	3281	2861	1565	1328	2143	2179	2266	3391	2778	1500	62958
Number of cases/ambulance	98	101	51	115	103	102	104	78	107	109	133	94	90	100	100
Number of cases/Ambulance/day	3.2	3.3	1.6	3.7	3.3	3.3	3.4	2.5	3.5	3.5	4.3	3.0	2.9	3.2	3.2

District Wise Emergency Cases Handled (Apr 2012 – Mar 2013)

Apr'12-Mar'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	10	28	20	24	14	15	16	31	9	9	14	17	16	12	8	13	13	20
Accidental Poisoning	826	590	1232	1559	1113	744	855	1607	394	276	498	1099	1107	596	421	753	626	1038
Acute Abdomen	1171	1797	1009	3145	881	411	675	2428	243	482	593	1331	1362	642	741	787	1087	806
Allergic Reactions	6	33	14	17	4	6	7	5	1	5	2	11	17	3	1	9	6	11
Animal Attack	551	83	398	1234	530	545	351	785	130	297	226	590	820	426	248	619	504	539
Assault	676	776	872	1764	757	765	687	983	789	572	460	793	1056	606	408	1087	817	1215
Behavioral	49	149	124	112	48	32	62	133	28	43	23	97	77	46	24	41	69	70
Cardiac/Cardio Vascular	593	1861	1535	1600	776	545	1007	1751	378	470	324	1115	965	791	419	805	878	883
Diabetes	69	425	237	174	85	51	121	287	57	45	61	143	96	88	73	68	85	167
Disasters due to Natural elements	6	0	1	5	4	3	1	4	0	0	0	1	1	0	3	1	0	2
Environmentals	18	114	59	54	34	31	41	88	13	16	12	38	38	21	9	20	13	38
Epilepsy	225	1744	811	735	422	276	475	1209	205	222	273	589	426	373	184	328	337	515
Fevers / Infections	544	933	558	1380	564	272	603	946	307	498	314	1286	1600	364	359	1159	914	701
Fire/Burns	104	400	273	452	142	207	169	574	89	79	110	328	250	143	55	149	186	230
Industrial	3	13	13	9	1	3	8	22	1	3	0	4	1	5	1	6	4	12
Neonatal(upto 1 month)	330	1617	398	464	910	491	384	1241	180	205	540	593	262	323	225	268	297	686
Others	686	5001	2305	2408	1159	799	1530	3281	789	771	585	1549	1403	1119	504	950	943	1466
Paediatric(1-12years)	8	40	27	65	31	28	18	95	4	16	18	29	24	20	10	22	14	29
Pregnancy related	3259	3487	4649	8062	5430	3371	3729	10144	1653	2049	5856	5980	3517	2738	1862	4442	3653	5935
Respiratory	252	2082	1063	1062	353	299	574	1391	224	263	221	597	561	439	256	366	366	673
Stroke/Cerebrovascular Accidents	109	450	263	280	154	101	211	464	110	72	66	235	252	236	60	83	143	194
Suicide attempt	81	296	154	197	67	41	100	220	27	47	46	91	116	79	54	67	69	117
Trauma (non Vehicular)	293	2652	1367	1025	458	632	925	1590	551	424	298	1060	769	710	256	475	449	837
Trauma (Vehicular)	1681	7016	6863	6353	3375	5138	5825	11012	2522	2177	3797	6483	3477	3775	1608	3685	2945	6351
Unconscious	140	2372	951	428	148	209	420	1035	187	169	183	503	234	237	129	247	241	408
Grand Total	11680	33931	25176	32584	17446	15000	18778	41295	8882	9201	14506	24545	18431	13780	7910	16437	14646	22923

District Wise Emergency Cases Handled...contd (Apr 2012 – Mar 2013)

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	12	16	9	10	28	24	12	12	18	19	15	31	27	13	535
Accidental Poisoning	644	1091	225	1074	1089	1458	948	590	818	952	1134	1247	1589	581	28774
Acute Abdomen	708	1617	371	709	2048	2026	1251	597	1356	994	887	1709	2389	731	36984
Allergic Reactions	3	15	3	7	12	19	6	5	15	2	17	29	15	2	308
Animal Attack	525	717	74	398	478	1122	547	264	700	454	316	856	961	369	16657
Assault	689	1178	197	608	641	1056	769	590	1234	1071	813	1129	1199	498	26755
Behavioral	34	67	30	53	145	66	76	47	52	58	81	93	67	28	2124
Cardiac/Cardio Vascular	582	1089	335	686	1941	1056	884	557	1088	928	1256	1496	1085	462	30141
Diabetes	52	82	47	63	312	178	69	68	134	142	157	248	182	81	4147
Disasters due to Natural elements	1	1	0	0	3	2	0	1	0	0	0	4	2	1	47
Environmentals	8	33	10	9	77	29	23	27	34	34	33	38	39	18	1069
Epilepsy	235	431	142	273	1056	620	346	388	468	785	527	715	691	275	16301
Fever/Infections	380	845	158	260	770	733	615	499	1432	1419	653	972	900	676	23614
Fire/Burns	153	297	77	162	448	307	183	147	200	236	204	416	302	282	7354
Industrial	3	1	4	3	17	12	1	3	2	9	7	7	7	2	187
Neonatal(upto 1 month)	211	243	294	296	538	912	223	437	455	476	396	1764	860	445	16964
Others	727	1424	675	945	2647	1705	1202	901	1531	1361	1781	2096	1908	838	46989
Paediatric(1-12 years)	16	15	12	25	67	46	27	23	25	27	24	73	39	39	956
Pregnancy related	3368	4755	1727	3314	8195	10660	3047	2994	5608	5057	3332	13840	8873	5574	160160
Respiratory	295	605	193	335	1458	774	553	376	690	779	671	1033	834	345	19983
Stroke/Cerebrovascular Accidents	82	113	130	136	548	190	167	152	172	283	255	356	242	98	6407
Suicide attempt	61	105	12	72	241	125	88	51	70	95	125	143	129	52	3238
Trauma (non Vehicular)	449	808	266	527	1339	851	599	445	842	788	840	992	865	501	24883
Trauma (Vehicular)	3755	5207	536	2707	6842	5121	2767	3134	4937	4748	6808	6762	6566	3317	147290
Unconscious	208	304	112	181	930	387	162	227	375	324	390	570	449	172	13032
Grand Total	13189	21043	5630	12843	31842	29455	14553	12523	22238	21022	20707	36588	30193	15387	634364

Annexure F: District Wise Kilometre Run & Kilometre / Litre Details

Sl.No	District	Ambulance Count	During the month Mar 2013		Ambulance Count	Upto the month Apr'12 - Mar '13	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	12	51144	9.16	10	551766	8.55
2	CHENNAI	39	77058	8.17	28	724584	8.09
3	COIMBATORE	26	85044	9.23	20	894182	9.32
4	CUDDALORE	27	133122	9.72	24	1391331	9.82
5	DHARMAPURI	17	104797	8.69	14	939258	7.98
6	DINDIGUL	16	67539	8.31	15	640713	7.82
7	ERODE	19	75453	8.50	16	817761	8.37
8	KANCHEEPURAM	38	195270	9.56	31	1950830	9.61
9	KANYAKUMARI	8	31673	7.68	9	311850	7.51
10	KARUR	9	43364	8.62	9	422509	7.86
11	KRISHNAGIRI	16	85024	8.02	14	780832	7.78
12	MADURAI	21	87106	9.89	17	829926	10.00
13	NAGAPATTINAM	18	97396	8.74	16	958548	8.56
14	NAMAKKAL	14	64146	8.93	12	569547	8.09
15	PERAMBALUR	9	37305	10.51	8	341443	9.88
16	PUDUKOTTAI	15	76064	10.62	13	670416	9.94
17	RAMANATHAPURAM	16	96117	10.72	13	807950	10.88
18	SALEM	22	101230	8.92	20	938061	8.73
19	SIVAGANGAI	14	59181	8.97	12	546899	8.57
20	THANJAVUR	20	85656	8.83	16	859629	8.18
21	THE NILGIRIS	11	39392	7.50	9	383985	6.51
22	THENI	11	58922	10.83	10	606662	10.82
23	TIRUPUR	17	106766	10.50	15	907800	9.30
24	THIRUVALLUR	32	158365	9.73	28	1594273	9.57
25	THIRUVANNAMALAI	28	161025	10.60	23	1489422	10.42
26	THIRUVARUR	15	74725	10.48	12	667308	10.20
27	THOOTHUKUDI	17	71447	8.37	12	645740	8.26
28	TIRUCHIRAPPALLI	20	91050	9.75	18	903083	9.52
29	TIRUNELVELI	20	123315	10.78	19	1205430	10.65
30	VELLORE	36	213376	9.19	31	2086834	9.07
31	VILLUPURAM	31	152578	8.68	27	1564962	8.48
32	VIRUDHUNAGAR	15	79480	10.91	13	718295	10.41
TOTAL		629	2984130	9.35	535	28721829	9.09

Annexure G: Human Resources Details- Manpower count and Attrition Count

S. No	Associate Classification	Head Count								
		During the month (New joinees)			Upto the month			Current Count		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1	Emergency Response Officers (CO/DOs/EROs)	7	6	13	63	71	134	64	73	137
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	16	23	39	304	292	596	946	389	1335
5	EMT (Under Training)									
6	Pilot (Trained)	43	0	43	573	0	573	1316	0	1316
7	Pilot (Under Training)									
8	Operations Staff	0	0	0	12	0	12	64	0	64
9	Support Staff	7	6	13	28	19	47	66	25	91
Total		73	35	108	980	382	1362	2456	487	2943

SI No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	3	2	5	55	41	96
2	EMT	17	26	43	212	148	360
3	Pilot	76	0	76	478	0	478
4	Operations Staff	4	0	4	17	0	17
5	Support Staff	3	2	5	30	13	43
Total		103	30	133	792	202	994

Annexure H: District Wise Hospital MoU Details

The number of MoU's signed with private hospital in Mar 2013 is zero.

Total MoU's signed with private hospitals from 15th Sep '08 to 31st Mar 2013 =1806.

Annexure I – Call and Dispatch Average Handle Time

S No	Call / Dispatch Time Break-Up	During the Month Time (HH:MM:SS)	Greater than Average in %	Up to the Month Time (HH:MM:SS)
1	Average Call Handling Time	0:01:20	36%	0:01:43
2	Average Ambulance Dispatch Time	0:02:23	36%	0:02:52
3	Average Time taken from Base to Scene/Incident	0:15:36	40%	0:16:24
4	Average Time taken at the Scene / Incident Location	0:10:27	40%	0:09:29
5	Average Time taken from Scene to Hospital	0:33:31	39%	0:36:02
6	Average Time taken from Call to Hospital	1:05:03	42%	1:11:21

Annexure J: Interesting Emergency Case

Emergency case 1

Case ID	1423651
Date	21.03.2013
Assign Time	16.:14
Ambulance Location	Chengalpatt Neonatal Ambulance
District	Kancheepuram
Name of EMT	Mr.R.Murali
ID Number	23934
Name of Pilot	Mr.Subburaj
ID Number	39163
Patient details	
Age	1 day
Gender	Male
Name	B/o Amudha
Emergency Type	NNC
Level of Consciousness	Lethargic
Case Details (Description)	<p>On 21st March our chengalpatt Neonatal ambulance received a call from DO stating that B/o Amudha, one day old neonate was referred to ICH, Egmore from Cheyyar GH. It was an enroute pick up from Cheyyar General 108 ambulance. Our NEMT assessed the neonate after receiving from Cheyyar General 108 ambulance. the neonate was pink and the vitals were as follows: HR- 180B/m, RR-82B/m, SpO2- 88% (with oxygen), DOWNES score-5/10, CBG- 335mg/dl, movements- convulsion. After receiving, warmth was provided to the neonate, oxygen was administered through nasal cannula, Inj.Calcium gluconate was administered 2ml+ 2ml 5% D. convulsions was not subsided, then Inj.Phenobarbitone 20mg/kg was administered.</p> <p>While On enroute again convulsion started to a neonate. CBG- 211mg/dl, HR- 170b/m, RR- 68B/m, DOWNES score-4/10, again our NEMT as per NERCP- Dr.Vidhya.V advice Inj. Phenobarbitone 10mg/kg was administered. CPAP ventilation was provided. still convulsion was not stopped. Finally our NEMT with NERCP advice Inj.Midazolam 0.3mg+ NS was administered. IV 10% D 3.5ml/hr was administered. then the neonate was safely shifted to ICH, Egmore with the vitals HR- 168b/m, RR- 68b/m, DOWNES score- 4/10 and the neonate was in sedation.</p>
Photographs/Media	
Report/ Appreciation Letter	



Emergency Case – 2

Case Details Format	
case ID	1239676
Date	25/01/2013
Call time	11:38 PM
Location	Perur
District	Coimbatore
Name of EMT	Mr. Vinoth Kannan
ID Number	28350
Name of Pilot	Mr. Vadivel
ID Number	40832
Patient details	Iron Rod Pierced Through Arm
Age	19 Years
Gender	Male
Name	Mr. Anbarasan
Contact Number (Patient / informer)	
Emergency Type	Critical
Level of Consciousness	Conscious
Case Details	<p>Mr. Anbarasan, a second year B.Sc. Mathematics student, 19 years of age stayed with his friends in an old individual house. On the 13th of March, 2013 at around 23:00 hours, while he climbed up the dingy staircase leading to the terrace of the house, he inadvertently slipped, fell down and landed on the gate of his house. The gate had sharp iron rods that pierced into the left arm of the victim near the elbow and caused severe bleeding. His outcry in pain alarmed his friends who got perplexed and promptly called our 108 service desk.</p>
	<p>The case was assigned to the Perur ambulance. The EMT, Mr. Vinoth Kannan and Pilot Mr. Vadivel swiftly arrived at the scene in about eleven minutes and were startled at the victim's condition. The victim got struck in the most awkward position. The extrication tools were brought on to the scene to cut the rod which had penetrated into the victim's hand. As the victim was in acute pain and was about to collapse, the EMT assessed the vitals instantly and called Dr. Arun for ERCP advice. As per the ERCP advice wound care, analgesics and intravenous fluids were administered to the victim who felt better after the immediate care.</p>
	<p>On the other hand the Pilot had initiated the extrication process and successfully severed the rod from the gate after around 25 minutes of struggle. The victim's friends and other classmates who had gathered around the scene were in huge relief as they saw their friend safely being shifted to the ambulance. In the ambulance, the EMT applied splint carefully without disturbing the iron rod.</p>
	<p>The pilot rushed to the Coimbatore Medical College and Hospital and safely admitted the victim where he was operated immediately; iron rod removed; and was saved. The victim is recovering well and soon he will be able to use his left hand for all his activities.</p>
	O2, IV RL, Inj Diclofenac 2cc IM Stat, Wound Care,
Additional Challenges	Difficult Extrication
Life Saved (FU Status)	Live saved
ERCP Conference	Dr. Arun
Photographs**	



Emergency Case – 3

Case Details Format	
case ID	1505599
Date	25/03/2013
Call time	6:18 PM
Location	Ambadurai
District	Dindugal
Name of EMT	Mr. Kumar A
ID Number	32071
Name of Pilot	Mr. Kannan C
ID Number	18875
Patient details	Victim with 80% burns
Age	40 Years
Gender	Male
Name	Mr. Jawahar
Contact Number (Patient / informer)	NA
Emergency Type	Critical
Level of Consciousness	Unconscious
Case Details	<p>Mr. Jawahar, 40 years of age attempted to commit suicide at his residence. He locked himself up in a room of his residence and set himself ablaze with kerosene. On noticing the terrific scene, his wife, Mrs. Yamuna immediately called up 108 ambulance service for help. This case was assigned to the Ambadurai ambulance who rushed to the scene in 11 minutes. Our EMT and pilot had to force open the door to save the semi-conscious victim who had already succumbed to 80% burns. On measuring the vitals, it was noticed that saturation was also low. Our EMT immediately contacted ERCP desk, and was assisted by Dr. Ananth to do appropriate pre hospital care. Normal Saline wash given; 10 liters of Oxygen supply was given through BVM; and continuously vitals were monitored by the EMT. The patient was shifted to the Dindigul G. H.</p>
Prehospital Care Provided	O2, IV NS, 10L of O2 through BVM, NS Wash
Additional Challenges	Extrication (breaching the locked door), BVM for longer time
Life Saved (FU Status)	Live Saved
ERCP Conference	Dr. Ananth
Photographs**	



Annexure K – Important Events & Photographs

Event: Hon'ble Health Minister, Government of Tamilnadu visited our facility on 2nd April 2013 along with the Director of Medical Education and Director of Public Health & Preventive Medicine.



Event: Good Samaritan Day celebrated at Chennai Office on 13th March 2013. Good Samaritan's (Callers of "108" during an emergency) were honoured with a certificate. Chief Guest Dr.Selvaraj, Principal of St. Thomas College, Chennai appreciated the Good Samaritans.



Other Events:

- Friend of "108" activity continued in every districts
- EDD/HRP data follow up thro VHN/Preg Mothers in every districts
- Hot Spot analysis done in all locations to identify zero call villages and demo carried out in that villages to improve the utilisation.

Annexure L: AN – Cases Monthly Report (Mar '13)

AN - Cases Monthly Report									
For the month of Mar 2013									
S No	District Name	Number of cases lifted thro' ERC to PHC	Number of cases lifted thro' ERC to GH	Number of cases referred by PHC	Number of cases referred by GH	Total Pregnancy Cases	Number of cases re-referred by FRU to Higher Level Institutions	Number of cases re-referred by referred institutions	Total Cases Re-referred
1	ARIYALUR	90	62	88	16	301	-	-	-
2	CHENNAI	5	38	86	37	284	-	-	-
3	COIMBATORE	99	113	168	40	462	-	-	-
4	CUDDALORE	109	290	211	82	759	1	-	1
5	DHARMAPURI	145	59	303	20	551	-	-	-
6	DINDIGUL	91	70	187	15	391	-	-	-
7	ERODE	79	50	126	29	352	-	1	1
8	KANCHEEPURAM	167	135	382	114	891	-	-	-
9	KANYAKUMARI	12	15	109	18	179	-	-	-
10	KARUR	47	65	86	16	224	-	-	-
11	KRISHNAGIRI	147	111	275	47	616	-	-	-
12	MADURAI	86	104	242	79	617	-	-	-
13	NAGAPATTINAM	29	119	86	42	307	-	-	-
14	NAMAKKAL	111	41	122	22	335	-	-	-
15	NILGIRIS	37	27	38	25	158	1	-	1
16	PERAMBALUR	46	60	90	7	206	-	-	-
17	PUDUKOTTAI	131	152	128	49	481	-	-	-
18	RAMANATHAPURAM	68	99	132	27	366	-	-	-
19	SALEM	148	73	308	34	621	1	-	1
20	SIVAGANGA	70	86	100	38	319	-	-	-
21	THANJAVUR	87	195	166	61	538	-	-	-
22	THENI	21	38	176	66	331	1	-	1
23	THIRUVALLUR	119	127	319	98	754	-	-	-
24	THIRUVANNAMALAI	287	182	348	61	1006	-	-	-
25	THIRUVARUR	29	126	92	85	344	-	-	-
26	THOOTHUKUDI	33	71	153	47	297	-	-	-
27	TIRUCHIRAPPALLI	217	128	200	44	640	-	-	-
28	TIRUNELVELI	41	85	256	95	510	-	-	-
29	TIRUPUR	91	94	114	25	370	-	-	-
30	VELLORE	243	146	518	213	1269	-	-	-
31	VILLUPURAM	273	167	317	56	825	-	-	-
32	VIRUDHUNAGAR	148	97	163	45	538	-	-	-
Total		3306	3225	6089	1653	15842	4	1	5

Annexure M: Neonatal ambulance cases (Mar '13)

Neonatal Cases Admission -Mar'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	Madurai	VALAYANKULAM PHC NEONATAL	Arupukotai PHC	1	Madurai GH
			Ayudhapuram PHC	1	
			Checkarunai PHC	2	
			Chockanapudhur PHC	1	
			Convent Hospital	1	
			Kalkuruchi PHC	2	
			Manamadurai GH	1	
			Kovilpatti Gh	1	
			Melur GH	1	
			Rajaplayam GH	1	
			Salai Karam PHC	1	
			Sivagangai GH	4	
			Santhakudi PHC	1	
			Subullapuram PHC	1	
			Thirumangalam GH	5	
			Thirupankundram PHC	4	
			Thumbalpatti PHC	1	
			Vadipatti PHC	1	
			Tirupattur PHC	1	
			Valayakulam PHC	1	
			Virathanur PHC	1	
			Vikramangalam PHC	1	
			Virudhunagar Gh	10	
			WATRIP GH	1	
			Sri nursing Home	1	Meenakshi Mission
			Valayankulam PHC Total	46	
2	Dharmapuri	DHARMAPURI MC NEONATAL	Belarampatti PHC	1	Dharmapuri GH
			Bhandalli PHC PHC	2	
			Chinnakuppam PHC	1	
			Chinthalapadi PHC	5	
			Eriyur PHC	1	
			Hanumanthapuram PHC	1	
			Harur GH	11	
			Indur PHC	2	
			Kadamalai PHC	1	
			KadathurPHC	2	
			Kambainallur PHC	1	
			Karimangalam PHC	3	
			Kottapatti PHC	1	
			Krishnagiri GH	1	
			Laligam PHC	4	
			Noolali PHC	3	
			Papparapatti PHC	3	
			Periyampatti PHC	1	
			Palayampudhur PHC	1	
			Perumpalai PHC	1	
			Remlyanahali PHC	1	
			Thurinjiipatti PHC	1	
			Thoppur PHC	1	
			Dharmapuri MCH	4	Salem GH
			Harur GH	2	
			Kottapatti PHC	1	
			Dharmapuri MCH Neonatal Total	56	
3	cuddalore	CUDDALORE GH NEONATAL	Chidambaram GH	1	Cuddalore GH
			Kadampuliyur PHC	2	
			Naduveerapattu PHC	1	
			Panruti GH	3	
			Puduchatram PHC	1	
			Veeraperumanallur PHC	1	
			Virdhachalam GH	2	
			Cuddalore GH	1	
			Cuddalore GH Neonatal Total	12	ICH
4	kancheepuram	CHENGALPATTU NEONATAL	Cheyyar GH	1	ICH
			Cuddalore GH	2	
			CMCH	11	
			Kanchipuram GH	5	
			T.V.Malai GH	6	
			Vellore GH	1	Chengalpattu MCH
			Acharapakkam PHC	1	
			Cheyyar GH	1	
			CMCH	3	
			Kanchipuram GH	2	
			Koovathur PHC	3	
			Madurantakam PHC	2	
			Manampatti PHC	1	
			Marimainagar PHC	1	
			Nerumbur PHC	2	
			Orathy PHC	1	
			Paladam PHC	1	
			Vallipuram PHC	1	
			Walajabad PHC	1	
			T.V Malai	2	
			Vazhur PHC	1	
			Chengalpattu Neonatal Total	49	

5	Chennai	ICH- Egmore	Adyar corporation hospital	1	ICH
			Arakonam GH	1	
			Avadi PHC	1	
			Ayanavaram PHC	3	
			Cheyyar GH	1	
			GOSHA	1	
			IOG	1	
			RSRM	2	
			Padi PHC	1	
			Kavaripettai PHC	1	
			Kollimedu PHC	1	
			Railway Hospital	1	
			Kanchipuram GH	1	
			Saidapet PHC	1	
			Military Hospital	1	
			Nemam PHC	1	
			Kundrathur PHC	1	
			Tambaram GH	1	
			Ragavi Hospital	1	
			Tirupattur GH	1	
			T.V.Malai GH	1	
			Ponneri GH	2	
			Thiruvallur GH	5	
			Minjur PHC	2	
			Porur PHC	1	
			ulindai PHC	1	
			Poonamallee PHC	2	
			Stetford Hospital	1	
			Vellore GH	1	
			Vilankadu PHC	1	
			Budhur PHC	1	
			ICH	2	MMC
			ICH	1	IOG
			ICH	1	Eye hospital
			ICH Egmore Total	45	
6	Chennai	Triplicane- Neo II	Adyar corporation hospital	3	ICH- egmore
			Alandhur PHC	1	
			Avadi PHC	1	
			Arakonam GH	2	
			Ayanavaram PHC	1	
			Kodambakkam PHC	1	
			KMCH	1	
			IOG	1	
			Isabel hospital	1	
			ESI	1	
			GOSHA	6	
			Saidapet PHC	3	
			CMCH	1	
			Kancheepuram GH	4	
			Tambaram GH	1	
			Medavakkam	3	
			Kadambathur PHC	1	
			Kavaripettai PHC	1	
			Mesarpet PHC	1	
			Sampath Nursing home	1	
			Stanley	1	
			Subiksha hospitals	1	
			T.V.Malai GH	3	
			Thiruvallur GH	1	
			Minjur PHC	1	
			Porur PHC	1	
			ICH	1	IOG
			Adayar	1	Saidapet corporation
			TriplicaneNEO Total	45	
7	Chennai	RSRM	Arakonam GH	2	ICH
			RSRM	2	
			Ayanavaram PHC	1	
			Shenoy nagar	2	
			CMCH	2	
			Kanchipuram GH	1	
			Minjur PHC	3	
			Perumalpet	1	
			T.V.Malai GH	1	
			Thiruvallur GH	1	
			Poonamallee PHC	1	
			Tirutani GH	1	
			Madarapakkam PHC	1	
			Naravarikuppam PHC	1	
			ICH	2	
			Padianallur PHC	2	IOG
				24	
			Total Neonatal cases admitted in Hospital	277	

Annexure N: Issues to be sorted out

- Co-ordination meeting with DDHS/JDHS/DPMU co-ordinators at the district level to improve Home to PHC/GH utilisation
- Suggested that police out-post at Govt. Hospitals being utilized for getting unaccompanied patients admitted.
- Speedy admission for all cases at Govt. hospitals
- GIS Data for entire state of Tamil Nadu

Legend:

NA – Not Applicable

* - Ineffective Calls – Calls falling under the category of No Response call , Wrong call , Nuisance, Disconnected call , Missed call , General Enquiry call, and Silent Call are classified as Ineffective calls. These calls land in the call center and when attended by the Communication Officer it would either be a nuisance call or disconnected call or any one of the category as mentioned above.

** - Ambulance Busy – Whenever all the ambulances closer to the area have been assigned for an emergency case, and a new emergency case comes in the same area, the Dispatch Officer will enquire with the caller, if he/she can assign a ambulance from the nearby location. The Dispatch Officer will also tell them about the distance the ambulance has to travel and the approximate time it will take to reach the incident location. If the caller is not willing to wait till the specified time, then the Dispatch officer will close this case as “Ambulance Busy” after confirming with the caller.

*** - Life Saved count is an update that is received on a daily basis after verification of PCR and confirmation after 48 hour follow-up, there will be a change in the numbers reported as they keep on adding to the earlier reported life save count, based on the date the case was handled by the team.

Place: Chennai – Tamil Nadu

B.N.Sridhar
Chief Operating Officer