

# **VIAMED Ltd**

## **Company Personnel Manual**

### **Section 22. First Aid**

#### **Introduction:**

1. The First Aid personnel have been selected and trained:
  - a) To know the best methods of emergency treatment.
  - b) To remain calm enough in the face of the alarm produced in the patient, bystanders and themselves by the accident, to apply the right treatment.
2. It should be remembered that:
  - a) The best methods of emergency treatment are determined by the First Aid Personnel.
  - b) If, in such emergencies, bystanders bombard the First Aider with criticism and suggestions, they make it more difficult for him / her to remain calm and think clearly, which the best of us, including many doctors, find very difficult under conditions of urgency and alarm.
  - c) So, all not concerned with the accident should go away and leave those dealing with the injured person(s) to do so.
  - d) Those asked to assist will assist most if they do what they are asked as quickly and uncritically as they can.
3. Incidents are as much a cause for concern as accidents. To this end, all incidents, however minor, must be recorded. If a plaster, or any other such aid is used it must be recorded in the accident book.

#### **Procedure(s):**

1. The procedure when a person is injured, or ill, should be:
  - a) Make the patient safe, if necessary. Move him / her only if essential and then as carefully and as little as possible.
  - b) Summon the appropriate First Aid person and then;
  - c) Await instructions from the First Aider. It is the responsibility of the First Aider to inform Management of the Injured person.

**NOTE:** Unless Management are fully trained and qualified in First Aid, they are **NOT** responsible for the decision as to the type of first aid treatment.

- d) The First Aider will decide and carry out the appropriate treatment, and should not leave the casualty unattended. When first aid has been completed, and the First Aider is able to assess the casualty's post-accident condition, he / she should recommend that Management send the casualty home, or to the hospital, or back to work. The First Aiders decision as to whether the casualty should go to hospital should not be debated. The decision is final.

e) If the First Aider thinks it is safe and desirable that the casualty be taken to hospital by other means he / she should ask management to arrange this, and the means used will be at the managements discretion. Transport should be by either Company vehicle, private vehicle driven by an employee or taxi.

In either case an employee, **NOT** the First Aider, should accompany the casualty to hospital and remain with him / her until such time as the casualty is discharged or admitted.

If discharged, the casualty should be accompanied back to work, or home. If appropriate, again by taxi or private car.

The Company employee should report to management (as soon as possible) regarding the condition and whereabouts of the casualty.

f) The First Aider **MUST NOT** accompany the patient to hospital if a private car or taxi is used. If he / she is concerned about the casualty, an ambulance should be called.

- g) Management should, as soon as convenient, tell the casualty's colleagues the facts as far as he / she knows them, to dispel rumour.

- 2. a) If the First Aider wishes the patient sent to hospital by ambulance, then management should send for the ambulance.

**NB** **The person calling the ambulance MUST report back to the First Aider that it is on its way.**

- b) If management are not available, then a supervisor should call for the ambulance and inform management as soon as possible.
- c) Reception staff should be informed that an ambulance has been called so that directions can be given on its arrival. If necessary an employee should escort the ambulance staff to the casualty. A record should be made of:

- i) Time ambulance was called
  - ii) Time ambulance arrived
  - iii) Who called the ambulance
  - iv) The hospital where the casualty was taken
- 3.
  - a) If the casualty going to hospital is conscious and able to communicate sensibly, management should agree with the casualty the best method of informing the next-of-kin that the casualty has gone to hospital. Management should also ensure that the casualty is aware that public telephone facilities are available in the outpatients department for this purpose.
  - b) The casualty should ask the casualty whether:
    - i) He / she wishes to telephone his / her next-of-kin himself / herself from the work site or from hospital.
    - ii) He / she wishes the management or a colleague to arrange this for him / her. If this is the case, then management should allow this.
  - c) If the casualty going to hospital by ambulance is unconscious or unable to give details to the staff on arrival at hospital, then management should obtain from the files:
    - i) Name of Casualty
    - ii) Date of Birth
    - iii) Address
    - iv) Telephone Number
    - v) Next-of-kin
    - vi) Any known disabilities etc.
  - d) Management will be responsible for ensuring that the hospital receive the required information by either:
    - i) Handing the information to the ambulance crew
    - ii) Telephoning the hospital and communicating the information verbally.
  - e) If the casualty is kept in hospital, the hospital authorities will automatically inform the next-of-kin or work, for them to do so.
- 4. On leaving the hospital after outpatient treatment following an accident at work, it may not be possible to get home, or back to work, by public transport or other means. In such cases a taxi may be used and the company will meet the cost.

5.

### **EYE INJURIES**

It is often very difficult to assess the severity of an eye injury, however slight it may appear. If the First Aider has any doubts regarding the severity of an eye injury, he / she **MUST** send the casualty to hospital immediately after carrying out any first aid treatment.

6. Anyone who is treated by the First Aider for any eye injury, however satisfactory the treatment may seem, should, in their own interest, visit their doctor or hospital as soon as possible after conclusion of work, to ensure adequate treatment has been given.

### **7. SERIOUS ACCIDENTS OR DANGEROUS OCCURRENCES**

In the event of a Serious Accident or Dangerous Occurrence, a Director must be informed immediately. If unsure as to the severity of an injury, be guided by the First Aider. The actual or potential seriousness of a Dangerous Occurrence will be a matter of judgement on the part of the person making the report. No criticism will be made of anyone making such a judgement.