



<b>4. Request for ambulance assistance</b>				
Mbda medic's response to any reported medical incident requiring first aid and immediate transfer to the hospital this may include request for ambulance assistance for home to hospital and hospital to other hospital transfer.				
<b>Office or Division:</b>	Metro Bataan Development Authority/ Emergency Response Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G=Government to Government, G2C=Government to Citizen and G2B=Government to Business entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Detailed information about the person that needs medical emergency assistance. This may include driver's license or any government issued identification cards.			Emergency caller	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports the ambulance assistance to command center	1. Receives the complete information from the emergency caller.	None	5 minutes	<i>Admin Assistant I (First Level Operator)</i> Public Safety Division
2. Awaits for the ambulance	2. Locates the nearest mbda ambulance from the location of the medical emergency. If no mbda ambulance is available, calls the nearest lgu with an ambulance to the location of the emergency for dispatch.	None	8 minutes	<i>Admin Assistant I (Dispatch Operator)</i> Public Safety Division
3. Acts in accordance to the instructions given by the mbda medics	3. Performs first aid or needed medical attention	None	10 minutes	<i>Nursing Attendant II (MBDA Medic)</i> Emergency Response Division
4. Aboards ambulance with mbda medic's help. Submits identification cards if requested by the medics	4.1 Transports patient to hospital if needed. Requests for identification cards if possible for documentation to be forwarded to the command center. Endorses the patient to the hospital	None	30 minutes	<i>Nursing Attendant II (MBDA Medic)</i> Emergency Response Division
None	4.2 Accepts the report from the mbda responders and stores the data in the mbda database for documentation.	None	10 minutes	<i>Admin Assistant I (First Level Operator)</i> Public Safety Division <i>Admin Assistant I (911 Agent)</i> Public Safety Division
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 3 minutes</b>	