

Hertfordshire Admission Avoidance Response Car

Telephone: 0345 601 0552

Operating hours: 06:30-23:00 seven days a week

The scheme

The Advanced Paramedics (AP) provide a see and treat service within the residential & nursing care homes of East & West Hertfordshire.

The scheme aims to provide appropriate treatment to patients at home, providing advice/support to care home staff & referring to alternative care pathways, including A&E, where necessary.

As an alternative to calling 999 for residents with minor injuries, please phone.

0345 601 0552

Out of hours, APs are also available to assess residents with minor illnesses as an alternative to calling 111.

The call handler will ask some routine questions to establish the resident's presenting complaint. If appropriate, an AP will attend or offer telephone advice & assistance.

Categories of patient accepted

- Head injuries (without loss of consciousness)
- Wounds (<6hrs old)
- Burns & scalds
- Joint & limb injuries
- Soft tissue injuries
- Rib injuries
- Back pain
- Chest infections
- Urinary tract infection
- Dizziness
- Vomiting
- Minor allergic reactions

Categories of patient NOT accepted

Call 999 immediately for the following conditions:

- Not breathing
- Unconscious/unresponsive
- Severe shortness of breath
- Chest pain
- Stroke symptoms (using FAST test)
- Uncontrollable bleeding
- Loss of consciousness following a head injury

Call community nurses for:

- Chronic wound care
- Catheter problems



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