

07/10/2021	14:08:13	PS	Response	[Page] Page processing complete to PIN Irrelevant DOH RTI 3907 Message sent successfully to Whispir
07/10/2021	14:10:30	3SANMOO	Response	[Private] PEER SUPPORT PAGE SENT
07/10/2021	14:18:09	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir

Priority Changes

Date	Time	Changed from	Priority	Reason	User
07/10/2021	12:36:00	ICEMS		Patient Condition	Berhanu, Feven

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
07/10/2021	12:35:16		Incident in Waiting Queue			
07/10/2021	12:35:16		Incident in Waiting Queue			
07/10/2021	12:35:16		[ICEMS]		[ICEMS] Received Incident Attendance Request from POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:35:16		[ICEMS]		[ICEMS] System Acknowledgment sent to POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:35:17		Incident Created		New incident created with VisiCAD Engine Wrapper API.	ICEMS
07/10/2021	12:35:17		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
07/10/2021	12:35:26		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
07/10/2021	12:35:27		Read Incident		Incident 572 was Marked as Read.	3FEVBER
07/10/2021	12:35:27		Read Comment		Comment for Incident 572 was Marked as Read.	3FEVBER
07/10/2021	12:35:27		Incident in Waiting Queue			
07/10/2021	12:35:42		Timer Clear [ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q21-P068120, Resource Status: OnScene	ICEMS
07/10/2021	12:35:44		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:35:44		[ICEMS]		[ICEMS] Sent incident update acknowledgment message to POL-Q : Incident Q21-P068120	ICEMS
07/10/2021	12:35:51		[ICEMS]		[ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:35:51		[ICEMS]		[ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:36:00		Incident Priority Change		Incident priority changed from ICEMS to 1A due to Patient Condition	3FEVBER
07/10/2021	12:36:00		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
07/10/2021	12:36:01		ProQA	Irrelevant	ProQA determinant sent	3FEVBER
07/10/2021	12:36:03		[RESET_TIMERS]		Incident queue timers have been reset	ICEMS
07/10/2021	12:36:04		Read Comment		Comment for Incident 572 was Marked as Read.	3SANMOO
07/10/2021	12:36:04		Incident in Waiting Queue			
07/10/2021	12:36:04		Timer Clear			
07/10/2021	12:36:04		Incident in Waiting Queue			
07/10/2021	12:36:04		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
07/10/2021	12:36:11		Incident in Waiting Queue			
07/10/2021	12:36:13		Timer Clear [ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:36:14		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
07/10/2021	12:36:22	301117	Dispatched	Irrelevant	Response Number (029790)	3MICWAR
07/10/2021	12:36:26		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P068120, Status: EnRoute	ICEMS
07/10/2021	12:36:27	301117	Resp	Irrelevant	Responding From = MCDUGALL STREET EXIT	3MICWAR
07/10/2021	12:36:28		Read Comment		Comment for Incident 572 was Marked as Read.	3MICWAR
07/10/2021	12:36:37		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:36:55		UserAction		User clicked Exit/Save	3MICWAR
07/10/2021	12:37:02		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q21-P068120	ICEMS
07/10/2021	12:37:09		UserAction		User clicked Exit/Save	3SANMOO
07/10/2021	12:37:14		Read Comment		Comment for Incident 572 was Marked as Read.	3CHRPPI
07/10/2021	12:37:22	307920	Dispatched	Irrelevant	Response Number: 029794;	3SANMOO
07/10/2021	12:37:23		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:37:34		Read Comment		Comment for Incident 572 was Marked as Read.	3MICWAR
07/10/2021	12:37:36		UserAction		User clicked Exit/Save	3FEVBER
07/10/2021	12:37:49		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P068120	ICEMS
07/10/2021	12:37:50		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P068120	ICEMS

Date	Time	ICEMS	ICEMS	ICEMS	ICEMS
07/10/2021	12:37:52		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P068120	ICEMS
07/10/2021	12:37:55		UserAction	User clicked Exit/Save	3MICWAR
07/10/2021	12:38:03	306907	Dispatched	Response Number (029798)	3MICWAR
07/10/2021	12:38:07		Read Comment	Comment for Incident 572 was Marked as Read.	3MICWAR
07/10/2021	12:38:22		Incident Late	Active incident marked as late	
07/10/2021	12:38:33		UserAction	User clicked Exit/Save	3MICWAR
07/10/2021	12:38:41		UserAction	User clicked Exit/Save	3FEVBER
07/10/2021	12:38:56		[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:39:05	301117	Status Update Received	Status update At Scene received from Radio 301117M	GWNKED
07/10/2021	12:39:05	301117	At Scene		GWNKED
07/10/2021	12:39:05		[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P068120, Status: OnScene	ICEMS
07/10/2021	12:39:07	307920	Resp	Responding From = 3(030) DD LASN HEADQUARTERS	3MICWAR
07/10/2021	12:39:57		Read Comment	Comment for Incident 572 was Marked as Read.	10CRAEAT
07/10/2021	12:40:21		UserAction	User clicked Exit/Save	10CRAEAT
07/10/2021	12:40:40	307913	Dispatched	Response Number (029810)	3MICWAR
07/10/2021	12:40:59	306907	Resp	Responding From = TOR ST\ASCOT ST	3MICWAR
07/10/2021	12:41:40		Incident Late	Active incident marked as late	
07/10/2021	12:42:40	301108	Dispatched	Response Number (029820)	3MICWAR
07/10/2021	12:42:43	301108	Resp	Responding From = 3(935) TOOWOOMBA	3MICWAR
07/10/2021	12:43:11	301108	Change Unit Priority	Change Unit Priority from 1A to COLD	3MICWAR
07/10/2021	12:43:17		Read Comment	Comment for Incident 572 was Marked as Read.	3SANMOO
07/10/2021	12:43:20	307913	Resp	Responding From = HURSLEY RD\ROSINA ST	3MICWAR
07/10/2021	12:44:15		UserAction	User clicked Exit/Save	3MICWAR
07/10/2021	12:44:55		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q21-P068120	ICEMS
07/10/2021	12:45:18	307913	At Scene		3MICWAR
07/10/2021	12:46:24		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q21-P068120	ICEMS
07/10/2021	12:46:31		Read Comment	Comment for Incident 572 was Marked as Read.	3MICWAR
07/10/2021	12:46:59		Read Comment	Comment for Incident 572 was Marked as Read.	3FEVBER
07/10/2021	12:47:11	307920	At Scene		3FEVBER
07/10/2021	12:48:02		UserAction	User clicked Exit/Save	3MICWAR
07/10/2021	12:48:48	301108	Status Update Received	Status update At Scene received from Radio 301108M	GWNKED
07/10/2021	12:48:48	301108	At Scene		GWNKED
07/10/2021	12:53:46		UserAction	User clicked Add Resource	3FEVBER
07/10/2021	12:53:51		VisiCAD Recommendation	306911: 00:00:03, 306901: 00:02:51, 306925: 00:02:52, 301192: 00:03:28, 301111: 00:03:32, User Accepted	3FEVBER
07/10/2021	12:53:54		UserAction	The following unit(s) is (are) recommended for assignment: 301111 (00:03:32)	3FEVBER
07/10/2021	12:53:54		Add Resources		3FEVBER
07/10/2021	12:53:56	301111	Dispatched	Response Number (029907)	3FEVBER
07/10/2021	12:54:55	301111	Resp	Responding From = TOOWOOMBA BASE HOSPITAL ACCS\PECHEY ST	3FEVBER
07/10/2021	12:55:10	301111	Change Unit Priority	Change Unit Priority from 1A to COLD	3FEVBER
07/10/2021	12:55:27		UserAction	User clicked Exit/Save	3FEVBER
07/10/2021	12:56:33		Read Comment	Comment for Incident 572 was Marked as Read.	3FEVBER
07/10/2021	12:57:12		UserAction	User clicked Exit/Save	3FEVBER
07/10/2021	12:58:33		Read Comment	Comment for Incident 572 was Marked as Read.	PSDUPRO
07/10/2021	12:58:41		UserAction	User clicked Exit/Save	PSDUPRO
07/10/2021	12:58:49	306907	At Scene		3FEVBER
07/10/2021	12:59:04		UserAction	User clicked Exit/Save	3FEVBER
07/10/2021	13:01:48	301111	Status Update Received	Status update At Scene received from Radio 301111M	GWNKED
07/10/2021	13:01:48	301111	At Scene		GWNKED
07/10/2021	13:02:52		Read Comment	Comment for Incident 572 was Marked as Read.	3FEVBER
07/10/2021	13:03:23		UserAction	User clicked Exit/Save	3CHRPHI
07/10/2021	13:07:26		UserAction	User clicked Exit/Save	3FEVBER
07/10/2021	13:08:33		Read Comment	Comment for Incident 572 was Marked as Read.	3MICWAR
07/10/2021	13:11:37		Read Comment	Comment for Incident 572 was Marked as Read.	3SANMOO
07/10/2021	13:11:58		UserAction	User clicked Exit/Save	3MICWAR
07/10/2021	13:12:05		Read Comment	Comment for Incident 572 was Marked as Read.	3MICWAR
07/10/2021	13:12:13	306911	Dispatched	Response Number (030032)	3MICWAR
07/10/2021	13:12:17	306911	Resp	Responding From = STONE ST\TOR ST	3MICWAR
07/10/2021	13:12:24	306911	At Scene		3MICWAR
07/10/2021	13:12:29	306911	Partially Av		3MICWAR
07/10/2021	13:12:35		Read Comment	Comment for Incident 572 was Marked as Read.	3FEVBER
07/10/2021	13:13:37	301108	Dep		3FEVBER

07/10/2021	13:14:26	301111	Dep	(EMERGENCY DEPARTMENT) ST VINCENTS HOSP (EMERGENCY DEPARTMENT)		3FEVBER
07/10/2021	13:15:01		Read Comment		Comment for Incident 572 was Marked as Read.	3FEVBER
07/10/2021	13:15:24		Read Comment		Comment for Incident 572 was Marked as Read.	3MICWAR
07/10/2021	13:15:50		UserAction		User clicked Exit/Save	3FEVBER
07/10/2021	13:15:52		UserAction		User clicked Exit/Save	3MICWAR
07/10/2021	13:17:07		Read Comment		Comment for Incident 572 was Marked as Read.	3FEVBER
07/10/2021	13:22:55		UserAction		User clicked Exit/Save	3MICWAR
07/10/2021	13:27:49		UserAction		User clicked Exit/Save	3JAYCAR
07/10/2021	13:28:29		UserAction		User clicked Exit/Save	3FEVBER
07/10/2021	13:29:06	301108	Status Update Received	HERRIES STIMACKENZIE ST	Status update At Hospital received from Radio 301108M	GWNKED
07/10/2021	13:29:06	301108	Dest	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		GWNKED
07/10/2021	13:29:06	301108	Transport Time		Depart Scene Time: 13:13:37, Arrive Destination Time: 13:29:06	GWNKED
07/10/2021	13:30:20	301111	Transport Time		Depart Scene Time: 13:14:26, Arrive Destination Time: 13:30:21	GWNKED
07/10/2021	13:30:21	301111	Status Update Received	HERRIES STIMACKENZIE ST	Status update At Hospital received from Radio 301111M	GWNKED
07/10/2021	13:30:21	301111	Dest	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		GWNKED
07/10/2021	13:39:51		UserAction		User clicked Exit/Save	3MICWAR
07/10/2021	13:40:31	301111	Status Update Received	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]	Status update Off Stretcher received from Radio 301111P2	GWNKED
07/10/2021	13:40:31	301111	Off Stretcher	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		GWNKED
07/10/2021	13:44:07	306907	Status Update Received		Status update Request To Clear received from Radio 306907M	GWNKED
07/10/2021	13:44:07	306907	Request To Clear			GWNKED
07/10/2021	13:44:19	301117	Available			3MICWAR
07/10/2021	13:44:19	301117	Disposition		Treatment Only No Transport	3MICWAR
07/10/2021	13:45:08	307920	Available			3MICWAR
07/10/2021	13:45:08	307920	Disposition		Treatment Only No Transport	3MICWAR
07/10/2021	13:45:39	307913	Available			3MICWAR
07/10/2021	13:45:39	307913	Disposition		Treatment Only No Transport	3MICWAR
07/10/2021	13:47:40	306911	Available			3MICWAR
07/10/2021	13:47:40	306911	Disposition		Treatment Only No Transport	3MICWAR
07/10/2021	13:47:57	306907	Available			3MICWAR
07/10/2021	13:47:57	306907	Disposition		Treatment Only No Transport	3MICWAR
07/10/2021	13:48:06		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q21-P068120, Status: LeftScene	ICEMS
07/10/2021	13:59:06		Incident Late		Active incident marked as late	
07/10/2021	14:03:05	301108	Status Update Received	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]	Status update Partially Available received from Radio 301108P1	GWNKED
07/10/2021	14:03:05	301108	Partially Av	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		GWNKED
07/10/2021	14:07:21	301111	Status Update Received	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]	Status update Request To Clear received from Radio 301111M	GWNKED
07/10/2021	14:07:21	301111	Request To Clear	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		GWNKED
07/10/2021	14:07:54	301111	Available	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		3MICWAR
07/10/2021	14:07:54	301111	Disposition	IFO	A Case Completed	3MICWAR
07/10/2021	14:09:27		Read Comment		Comment for Incident 572 was Marked as Read.	8SHAFAR
07/10/2021	14:10:04	301108	Status Update Received	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]	Status update Partially Available received from Radio 301108P2	GWNKED
07/10/2021	14:10:04	301108	Incorrect Status Attempted	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]	Radio 301108P2 on Unit 301108 has attempted incorrect status sequence Partially Available	GWNKED
07/10/2021	14:17:24	301108	Status Update Received	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]	Status update Request To Clear received from Radio 301108M	GWNKED
07/10/2021	14:17:24	301108	Request To Clear	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		GWNKED
07/10/2021	14:17:51	301108	Available	22 Scott St [ST VINCENTS HOSP (EMERGENCY DEPARTMENT)]		3MICWAR
07/10/2021	14:17:51	301108	Disposition	IFO	A Case Completed	3MICWAR
07/10/2021	14:17:51	301108	Response Closed	IFO	Response Disposition: A Case Completed	3MICWAR
07/10/2021	14:17:56		[ICEMS]		[ICEMS] Sent Incident Status Update to	ICEMS

POL-Q for Incident Q21-P068120, Status: **DOH-BTL3907**
 Closed
 Comment for Incident 572 was Marked as 3SANMOO
 Read.
 User clicked Exit/Save 8SHAFAR
 User clicked Exit/Save 3SANMOO

07/10/2021 14:17:58 Read Comment
 07/10/2021 14:24:57 UserAction
 07/10/2021 14:43:41 UserAction

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
07/10/2021	12:35:17	County		TOOWOomba	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	MethodOfCallRcvd		ICEMS	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	CurrentSectorID	0	12	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Division	(NULL)	3 Toowoomba	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	HomeSectorID	0	12	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Response_Area		3 Toowoomba	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Call_Back_Phone		Irrelevant	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	CurrentDivision	(NULL)	3 Toowoomba	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Jurisdiction	(NULL)	3 Toowoomba City	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Caller_Type		ICEMS	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Caller_Location_Name			Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	City		WILSONTON	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Postal_Code		4350	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Caller_Name		ANON	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Location_Name		IFO	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Battalion		3 Toowoomba	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	State		QLD	Wrapper generated update	Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Pickup_Map_Info	(Blank)	NOT FOUND		Response_Transports	KEDCADQASICM01	ICEMS
07/10/2021	12:35:17	Map_Info		NOT FOUND		Response_Master_Incident	KEDCADQASICM01	ICEMS
07/10/2021	12:35:27	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:50	Address		Irrelevant	Address Change	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:51	Address			(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:51	Latitude	[Verify] 0	62450941	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:51	Longitude	0	28070851	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:51	Street_Id	NULL	143008	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:51	Cross_Street		Irrelevant less 1km	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:51	Address		Irrelevant	Change Verified	Response_Master_Incident	PA306	3FEVBER
07/10/2021	12:35:52	Pickup_Map_Info	(Blank)	TWB66N8		Response_Transports	KEDCADQASCXA17	3FEVBER
07/10/2021	12:35:52	Map_Info	NOT FOUND	TWB66N8		Response_Master_Incident	KEDCADQASCXA17	3FEVBER
07/10/2021	12:35:54	ProQaCaseNumber		17810572	(Response Viewer)	Incident	PA306	3FEVBER

07/10/2021 12:36:00	Priority_Description	ICEMS	1A	Patient Condition	Response_Master_Incident	PA306	DOH RTI 3907	3FEVBER
07/10/2021 12:36:00	Priority_Number	60	1	Patient Condition	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:00	Response_Plan		1A	Updated by ProQA	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:00	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:00	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:00	Incident_Type	ICEMS	ACUTE AND CCP IF AVAILABLE ACUTE	Updated by ProQA	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:00	Certification_Level	ICEMS	NIL	Updated by ProQA	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:00	Problem	ICEMS	BREATHING 09E01	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:01	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:01	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:36:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA308		3SANMOO
07/10/2021 12:36:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA310		3MICWAR
07/10/2021 12:37:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA304		3CHRPHI
07/10/2021 12:37:34	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA310		3MICWAR
07/10/2021 12:37:34	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:37:34	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA306		3FEVBER
07/10/2021 12:38:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA310		3MICWAR
07/10/2021 12:39:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA546		10CRAEAT
07/10/2021 12:43:11	Current_UnitRespPriorityDesc	301108:	COLD	Back-Up Unit	Response_Vehicles_Assigned	PA310		3MICWAR
07/10/2021 12:43:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA308		3SANMOO
07/10/2021 12:43:52	Time_Assigned	Oct 07 2021 12:42:40	Oct 07 2021 12:40:40	PER DISPATCH	Response_Vehicles_Assigned	PA310		3MICWAR
07/10/2021 12:44:10	Time_Enroute	Oct 07 2021 12:42:43	Oct 07 2021 12:40:43	PER DISPATCH	Response_Vehicles_Assigned	PA310		3MICWAR
07/10/2021 12:46:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA310		3MICWAR
07/10/2021 12:46:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:47:40	Time_Assigned	Oct 07 2021 12:40:40	Oct 07 2021 12:36:40	PER DISPATCH	Response_Vehicles_Assigned	PA310		3MICWAR
07/10/2021 12:48:20	Time_Enroute	Oct 07 2021 12:40:43	Oct 07 2021 12:36:43	PER DISPATCH	Response_Vehicles_Assigned	PA310		3MICWAR
07/10/2021 12:55:10	Current_UnitRespPriorityDesc	301111:	COLD	Back-Up Unit	Response_Vehicles_Assigned	PA306		3FEVBER
07/10/2021 12:56:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 12:58:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	NB900802		PSDUPRO
07/10/2021 13:02:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 13:08:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA310		3MICWAR
07/10/2021 13:11:37	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA308		3SANMOO
07/10/2021 13:12:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA310		3MICWAR
07/10/2021 13:12:29	CAT - Change Unit Priority	1A	CLD1A	CAT Extension - Priority for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01		CS
07/10/2021 13:12:29	CAT - Change Unit Priority	1A	COLD1A	CAT Extension - Priority for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01		CS
07/10/2021 13:12:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA306		3FEVBER
07/10/2021 13:13:37	Time_Enroute	Oct 07 2021 13:12:17	Oct 07 2021 12:37:17	PER CREW	Response_Vehicles_Assigned	PA310		3MICWAR

07/10/2021 13:13:37	Map_Info	(Blank)	TWB67P15		Response_Transports	KEDCADQASCXA17	3FEVBER
07/10/2021 13:13:59	Time_ArrivedAtScene	Oct 07 2021 13:12:24	Oct 07 2021 13:42:24	PER CREW	Response_Vehicles_Assigned	PA310	3MICWAR
07/10/2021 13:14:27	Map_Info	(Blank)	TWB67P15		Response_Transports	KEDCADQASCXA17	3FEVBER
07/10/2021 13:15:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021 13:15:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA310	3MICWAR
07/10/2021 13:17:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA306	3FEVBER
07/10/2021 13:20:05	Time_ArrivedAtScene	Oct 07 2021 12:58:49	Oct 07 2021 12:45:00	AA	Response_Vehicles_Assigned	PA306	3FEVBER
07/10/2021 13:20:36	Time_ArrivedAtScene	Oct 07 2021 12:48:48	Oct 07 2021 12:39:00	AA	Response_Vehicles_Assigned	PA306	3FEVBER
07/10/2021 13:40:31	Transport_Mode	(Blank)	Off Stretcher	Additional Information	Response_Transports	KEDCADQASGWN01	GWNKED
07/10/2021 14:09:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8SHAFAR
07/10/2021 14:17:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA308	3SANMOO

RTI Release

DOH DISCLOSURE LOG

Significant Incident Review Version 1.0 July 2020

Darling Downs Local Ambulance Service Network

Authority:

By authority of Acting General Manager Darling Downs, Tony Armstrong.

Executive Summary:

On the 6th November 2021 the Queensland Ambulance Service (QAS) received a triple zero call for incident 15041871, coded 1 Charlie, located at **Irrelevant**
Irrelevant Mount Lofty QLD 4350.

The incident involved an **Irrelevant** female with a complaint of blood pressure problems and a history of hyperkalaemia and a recent diagnosis of mesothelial cancer-causing compression with swelling.

At the time of call there was no ambulance resource availability within the Toowoomba Cluster due to resources being utilised on active incidents. At 10:22 B601604 from Gatton was assigned as the closest available vehicle to the incident. At 10:26, Senior Operations Supervisor (SOS) **Irrelevant** in unit S307920 was assigned to respond to the incident to provide a primary response due to being located approximately three minutes from the scene.

At 10:29 **Irrelevant** contacted the Toowoomba Operations Centre (OPCEN), Operations Centre Supervisor (OCS) **Irrelevant** and advised it was not appropriate to respond to the incident due to being a Tier One Supervisor.

At 10:34 unit B301156 became available and was assigned to the Incident and arrived on scene at 10:34. On B301156 arrival to the incident it was identified the patient was unconscious with agonal respirations and the unit will be transporting to Toowoomba Hospital (TBH). At 11:10 B301156 advised the OPCEN the patient was signal 4 and will be delayed on scene.

The overall response time to the incident was 23:52 minutes.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 15041871.

LASN Clinical Incident Summary Report:

A Clinical Review of the clinical management of the patient identified clinical treatment was provided in accordance with relevant clinical practice guidelines and protocols.

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State OpCen ProQA:

- A ProQA review of the call taking and dispatch indicates the following:
- Triple zero request for service presented at the Toowoomba OpCen at 10:15:41, call received by EMD Irrelevant . High Compliant review completed.
- 15041871 Mount Lofty - 36C01S - 1C presented to the Toowoomba City Dispatcher queue at 10:19:42.
- EMD Irrelevant advised at 10:21:10 “Resource notification - EMD notified CDS nil available resources to respond, Delay in dispatch due to workload”
- Initial Assignment completed by EMD Irrelevant at 10:22:29
 - Following units were recommended 307920 (00:02:51) and 301197 (00:14:34)
- Additional recommendation completed at 10:22:32
 - Following units were recommended: 307920 (00:02:51), 301197 (00:14:34), 301193 (00:20:08), 301115 (00:23:53), 301134 (00:24:51).
- Additional Recommendation completed at 10:22:47
 - Following units where recommend: 301197 (00:14:34), 301193 (00:20:08), 301115 (00:23:53), 301134 (00:24:51), 301113 (00:28:09).

On review the OPCEN Management of the incident was appropriate and in accordance with relevant Standard Operating Procedure.

Incident Review/Investigation:

- **Scope:** This review is to determine the factors contributing to a delay in response to Incident 15041871
- **Background:** TOC received a call from a Irrelevant female who had a fall and had a laceration to her head.
 - Toowoomba OPCEN received a triple zero call for a Code 1C located at Irrelevant Irrelevant , Toowoomba, for an Irrelevant Male, Conscious,

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Breathing. Initial information received by the OPCEN indicates the patient was experiencing BP ISSUES PMHX HTN, HYPERKALAEMIA, RECENT DX MESOPHILLIAL CA CAUSING COMPRESSION WITH SWELLING.

- At the time of call there were no units available within the Toowoomba Cluster to respond, the only unit available was SOS Irrelevant in unit S307920 located at Toowoomba Station and approximately 3 minutes from the scene. Subsequently, the OPCEN attached (10:26) his unit to the Incident.
- At 10:29 SOS Irrelevant contacted the OCS and queried why he was attached to the Incident. A review of the phone call indicated the OCS provided SOS Irrelevant with in depth information in relation to why he was being responded due to the patient's condition and there were no units within the Toowoomba Cluster to respond.
- SOS Irrelevant indicated it was not appropriate for him to respond, the OCS asked if he was going to respond or not. The SOS indicated he cannot be responded as primary and did not feel it was appropriate for him to provide primary care until another crew arrived.
- With this direction the OCS took him off the Incident.
- At 10:34 Unit B301156 became available and responded to the Incident and arrived on scene at 10:43. They provided a Sitrep at 10:55 advising the patient was GCS 3, with agonal respirations, the patient had an advanced health directive in place, and would be transporting the patient to Toowoomba Hospital.
- At 11:10 the unit indicated the patient was signal 4 and will not be transporting.

- **Review**

- There were no noted workforce shortages impacting operational capacity at the time.
- No notably POST delays impacting operational capacity were apparent at the time.

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- A surge in workload above normal demand trends was evident that impacted operational capacity.
- Clinical management provided was considered appropriate. Due to the patient's terminal condition and advanced health direction for end of life care, the patient's outcome was unlikely to change if the response was not delayed.
- Findings/Outcomes
 - OPCEN management of the incident was appropriate.
 - Delayed response resulted from reduce resources availability due to demand surge.
 - Response delay was further exacerbated by an alleged failure to respond from the SOS. This requires further review.

Review Recommendations:

- Review regional demand escalation strategies ensuring all supervisors are aware of their roles, responsibilities, and expectations.

Appendix of relevant documents/files:

- Appendix A Incident Timeline
- Attachment 1 IDR
- Attachment 2 EARF
- Attachment 3 OCS Incident Notification
- Attachment 4 OPCEN Review

LASN Endorsement

(Document must be signed by LASN Manager, converted to PDF and sent to

Irrelevant @ambulance.qld.gov.au)

Role	Name	Position	Signature	Date
Acting Assistant Commissioner	Tony Armstrong	Acting General Manager	Irrelevant	10/11/21

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Appendix A Incident Timeline

- 10:15 – Call received by OPCEN and processing call information
- 10:19 – Call was placed in the pending queue whilst the EMD was recommending available units.
- 10:20 – The closest unit recommended was S3079204. The next unit recommended was Highfields, however, that officer was not due to start until 11:00 hrs but the unit was showing available in CAD post EA.
- 10:21 – The EMD did a second recommend and it identified the SOS as the closest and most appropriate response.
- 10:22 – Unit B601604 was assigned and responded from Gatton.
- 10:26 – Unit S307920 assigned as the resource was identified as the closest unit
- 10:29 – SOS Irrelevant contacted the OPCEN and advised it was not appropriate for him to respond to the case. During this phone call the OCS provided the SOS an overview of the case and was requesting him to respond as a primary response until B601604 can arrive.
- 10:30 – Unit S307920 was cleared from the case
- 10:32 – SOS Irrelevant contacted the OCS and advised he contacted a Pittsworth unit located at TBH and they were available to respond to the incident.
- 10:34 – Unit B301156 became available from a previous case and was assigned to respond.
- 10:43 – Unit B301156 arrived on scene.
- 10:55 - Unit B301156 advises the OPCEN "... GCS 3 AGONAL ARP IN PLACE FOLLOWING THAT GUIDELINE TX TO TBH SHORTLY..."
- 11:10 – Unit B301156 advised the OPCEN "...STILL AT TRICARE SIG 4 DELAYED ON SCENE..."

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Incident Detail Report

Data Source: QACIR
 Incident Status: **Closed**
 Incident number: **15041871**
 ProQA number: **17949190**
 Console name: **PA304**
 Incident Date: **06/11/2021 10:15:42**
 Last Updated:

Incident Information

Incident Type:	ACUTE	Alarm Level:	
Priority:	1C	Problem:	?COVID19 ABN BRTH 1xSYM LVLO QAS
Determinant:	36C01S	Agency:	3 Toowoomba City
Base Response#:	025769	Jurisdiction:	3 Toowoomba
Confirmation#:	01204556	Division:	3 Toowoomba
Taken By:	Irrelevant	Battalion:	3 Toowoomba
Response Area:	3 Toowoomba	Response Plan:	Acute
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	TALK GROUP 119
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	28025000	Latitude:	62447778
Patient Name:	Irrelevant	Patient DOB:	Irrelevant

Incident Location

Location Name: **Irrelevant** **County:** TOOWOOMBA

Address: **Irrelevant**
Apartment: **Irrelevant**
Building: **Irrelevant**
City, State, Zip: MOUNT LOFTY QLD 4350 **Location Type:** **Irrelevant**
Cross Street: **Irrelevant**
Map Reference: **Irrelevant**

Call Receipt

Caller Name: **Irrelevant** **Original CLI Phone:** **Irrelevant**
Method Received: **Irrelevant** **Call Back Phone:** **Irrelevant**
Caller Type: **Irrelevant** **Caller Location:** **Irrelevant**

Time Stamps

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	06/11/2021	10:15:41				
1st Key Stroke	06/11/2021	10:15:42			Received to In Queue	00:04:00
In Waiting Queue	06/11/2021	10:19:42			Call Taking	00:05:11
Call Taking Complete	06/11/2021	10:20:53	Irrelevant		In Queue to 1st Assign	00:03:17.1
1st Unit Assigned	06/11/2021	10:22:59			Call Received to 1st Assign	00:07:18.1
1st Unit Enroute	06/11/2021	10:23:10			Assigned to 1st Enroute	00:00:11
1st Unit Arrived	06/11/2021	10:43:34			Enroute to 1st Arrived	00:20:24
Closed	06/11/2021	12:24:22	Irrelevant		Incident Duration	02:08:41

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient	Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B601604	10:22:59	Cancel En Route	10:23:10					10:36:13			Closer Unit
S307920	10:26:04	Assistance Only						10:30:14			Assistance Only
B301156	10:34:04	A Case Completed	10:34:11		10:43:34			12:24:22			

Personnel Assigned

Unit	Name
301156	Irrelevant
307920	Irrelevant
601604	Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Comments

Date	Time	User	Type	Comments
06/11/2021	10:19:42	3NAOBRU	Response	[ProQA Dispatch] Dispatch Level: 36C01 (Abnormal breathing with single flu-like symptom or Asthma/COAD) Suffix: S (Level 0 (COVID-19 surveillance only)) Response Text: 1C Irrelevant , Male, Conscious, Breathing. Problem Description: BP ISSUES PMHX HTN + HYPERKALAEMIA + SPC RECENT DX MESOPHILLIAL CA CAUSING COMPRESSION WITH SWELLING
06/11/2021	10:19:42	3NAOBRU	Response	[ProQA: Key Questions] 1. This is a coronavirus (COVID-19) outbreak. 2. The locally designated Triage Level is 0 (surveillance only). 3. The most prominent complaint is difficulty breathing. 4. He does not have any difficulty speaking between breaths. 5. His breathing is abnormal but effective. 6. He is completely alert (responding appropriately). 7. He is not

06/11/2021	10:20:22	3NAOBRU	Response	changing colour. 8. He has chills. 9. He does not have a new cough that recently started. 10. He does not have a sore throat. 11. He does not have muscle or body aches. 12. He does not have a fever. 13. He does not have a recent change or loss of taste or smell. 14. He does not have a runny or stuffy nose. 15. He does not have fatigue or weakness. 16. He is 65 years of age or older.
06/11/2021	10:21:10	3BROALL	Response	EIDS Tool Utilised CALLER ANSWERED NO TO ALL QUESTIONS [Notification] [QAS]-[Private] Resource notification - EMD notified CDS nil available resources to respond / DDW
06/11/2021	10:21:18	3BROALL	Response	[Private] Delay in dispatch due to workload
06/11/2021	10:22:59	PS	Response	[Page] Dispatch page sent to Unit:601604, Sent From: KEDCADQASPIS01
06/11/2021	10:23:01	601604	Response	[PRIVATE] ACKNOWLEDGEMENT OF INCIDENT RECEIVED BY MDT.
06/11/2021	10:23:06	PS	Response	[Page] Dispatch page to Unit:601604 complete to PIN Irrelevant : Irrelevant Message sent successfully to Whispir
06/11/2021	10:23:06	PS	Response	[Page] Dispatch page to Unit:601604 complete to PIN Irrelevant : Irrelevant Message sent successfully to Whispir
06/11/2021	10:23:16	6SHAARC	Response	[Page] Units: 601604, Sent From: PA607, STN CODE 6510
06/11/2021	10:26:05	PS	Response	[Page] Dispatch page sent to Unit:307920, Sent From: KEDCADQASPIS01
06/11/2021	10:26:13	PS	Response	[Page] Dispatch page to Unit:307920 complete to PIN Irrelevant : Irrelevant Message sent successfully to Whispir
06/11/2021	10:29:52	3KIMSHE	Response	CALL FROM SOS Irrelevant - ADVISED WILL NOT BE ATTENDING THIS CASE AT THIS STAGE. CLOSEST RESPONSE IS COMING FROM GATTON ETA 20MIN, NIL OTHER RESOURCES AVAIL IN TOWN, ALL ON OTHER CASES OR AT HOSP <10MIN
06/11/2021	10:29:53	601604	Response	[PRIVATE] ACKNOWLEDGEMENT OF INCIDENT RECEIVED BY MDT.
06/11/2021	10:30:25	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
06/11/2021	10:34:05	PS	Response	[Page] Dispatch page sent to Unit:301156, Sent From: KEDCADQASPIS01
06/11/2021	10:34:11	PS	Response	[Page] Dispatch page to Unit:301156 complete to PIN Irrelevant : Irrelevant Message sent successfully to Whispir
06/11/2021	10:34:13	PS	Response	[Page] Dispatch page to Unit:301156 complete to PIN Irrelevant : Irrelevant Message sent successfully to Whispir
06/11/2021	10:34:58	3BROALL	Response	[Page]Response Times Sent To Units: 601604 From: PA306
06/11/2021	10:35:06	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
06/11/2021	10:35:07	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
06/11/2021	10:35:07	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
06/11/2021	10:35:10	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
06/11/2021	10:36:19	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
06/11/2021	10:36:22	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
06/11/2021	10:55:45	3KARGAR	Response	301156 GCS 3 AGONAL ARP IN PLACE FOLLOWING THAT GUIDELINE TX TO TBH SHORTLY
06/11/2021	11:10:37	3KARGAR	Response	301156 STILL AT TRICARE SIG 4 DELAYED ON SCENE
06/11/2021	12:10:20	3KARGAR	Response	301156 STILL ON SCENE - DELAY ON PAPERWORK
06/11/2021	12:24:35	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
06/11/2021	12:24:38	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir

Priority Changes
No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
06/11/2021	10:15:44		No AML Data Received		No AML data received with this call	SDSIAML
06/11/2021	10:19:42		Incident in Waiting Queue			
06/11/2021	10:19:42		ANI/ALI Statistics		INT Insert:Nov 06 2021 10:15:39 / INT SendNP:Nov 06 2021 10:15:38 / WS RecvNP:Nov 06 2021 10:15:38 / WS Process:Nov 06 2021 10:19:42	3NAOBRU
06/11/2021	10:19:42		Read Comment		Comment for Incident 190 was Marked as Read.	3NAOBRU
06/11/2021	10:19:42		ProQA	Irrelevant	ProQA determinant sent	3NAOBRU
06/11/2021	10:19:43		Waiting Pending Incident		Waiting Pending Incident Time Warning timer expired	
06/11/2021	10:19:52		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
06/11/2021	10:19:53		Incident in Waiting Queue			
06/11/2021	10:20:00		Timer Clear		Incident 190 was Marked as Read.	3BROALL
06/11/2021	10:20:07		UserAction		User clicked Exit/Save	3BROALL
06/11/2021	10:20:17		UserAction		User clicked Exit/Save	3KIMSHE
06/11/2021	10:20:53		UserAction		User clicked Exit/Save	3NAOBRU
06/11/2021	10:20:58		Read Comment		Comment for Incident 190 was Marked as Read.	3BROALL
06/11/2021	10:21:12		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
06/11/2021	10:21:12		Incident Late			
06/11/2021	10:21:19		UserAction		User clicked Exit/Save	3BROALL
06/11/2021	10:22:19		Read Comment		Comment for Incident 190 was Marked	3BROALL

06/11/2021	10:22:23		UserAction		as Read.	
06/11/2021	10:22:25		Initial Assignment		User clicked Initial Assign	3BROALL
06/11/2021	10:22:29		Initial Assignment		The following unit(s) is (are) recommended for assignment: 307920 (00:02:51),301197 (00:14:34)	3BROALL
06/11/2021	10:22:29		Initial Assignment		The following unit(s) is (are) cleared from 3BROALL assignment: 307920	
06/11/2021	10:22:32		VisiCAD Recommendation		The following unit(s) is (are) cleared from 3BROALL assignment: 301197	
06/11/2021	10:22:47		VisiCAD Recommendation		307920: 00:02:51, 301197: 00:14:34, 301193: 00:20:08, 301115: 00:23:53, 301134: 00:24:51,	3BROALL
06/11/2021	10:22:59	601604	Dispatched		301197: 00:14:34, 301193: 00:20:08, 301115: 00:23:53, 301134: 00:24:51, Response Number: 025769;	3BROALL
06/11/2021	10:22:59	601604	Update Sector		From Sector 3WVG to 2TCI	3BROALL
06/11/2021	10:22:59		Incident Timer Clear		Incident Late Timer cleared for 15041871	3BROALL
06/11/2021	10:23:10	601604	Resp		Responding From = HARCH ST\SPENCER ST	VisiNET
06/11/2021	10:24:02		Read Comment		Comment for Incident 190 was Marked as Read.	6SHAARC
06/11/2021	10:24:15		UserAction		User clicked Exit/Save	6SHAARC
06/11/2021	10:26:04	307920	Dispatched		Response Number: 025786;	3BROALL
06/11/2021	10:27:00		Read Comment		Comment for Incident 190 was Marked as Read.	3KIMSHE
06/11/2021	10:27:04		Incident Late		Active incident marked as late	
06/11/2021	10:27:19		UserAction		User clicked Exit/Save	3KIMSHE
06/11/2021	10:29:04	601604	Calculate Vehicle ETA	GATTON HELIDON RD\OLD TOOWOOMBA RD	ETA to Scene Address Irrelevant	3BROALL
06/11/2021	10:29:04	307920	Calculate Vehicle ETA	3(030) DD LASN HEADQUARTERS	ETA to Scene Address Irrelevant	3BROALL
06/11/2021	10:30:14	307920	Disposition		MOUNT LOFTY is 00:02:51 Assistance Only	3BROALL
06/11/2021	10:30:14	307920	Available		Unit Cleared From Incident 15041871	3BROALL
06/11/2021	10:30:14	307920	Reassign Vehicle	3(030) DD LASN HEADQUARTERS	ReAssign Reason: Assistance Only	3BROALL
06/11/2021	10:30:14	307920	Reassign Response	3(030) DD LASN HEADQUARTERS	ReAssign Reason: Assistance Only	3BROALL
06/11/2021	10:32:46		UserAction		User clicked Exit/Save	3KIMSHE
06/11/2021	10:33:47		UserAction		User clicked Initial Assign	3BROALL
06/11/2021	10:34:04	301156	Dispatched		Response Number: 025819;	3BROALL
06/11/2021	10:34:09		Read Comment		Comment for Incident 190 was Marked as Read.	3BROALL
06/11/2021	10:34:11	301156	Resp		Responding From = LUCK ST\WUTH ST.	3BROALL
06/11/2021	10:34:43		UserAction		User clicked Exit/Save	3BROALL
06/11/2021	10:36:13	601604	Disposition		Cancel En Route	3BROALL
06/11/2021	10:36:13	601604	Available		Unit Cleared From Incident 15041871	3BROALL
06/11/2021	10:36:13	601604	Reassign Vehicle	WARREGO HWY WB\HELENDALE DR	ReAssign Reason: Closer Unit	3BROALL
06/11/2021	10:36:13	601604	Reassign Response	WARREGO HWY WB\HELENDALE DR	ReAssign Reason: Closer Unit	3BROALL
06/11/2021	10:36:13	601604	Reassign Response	WARREGO HWY WB\HELENDALE DR	Clearing Primary Vehicle Flag	3BROALL

Irrelevant

Irrelevant

Irrelevant

Irrelevant

Irrelevant

Irrelevant

DOH DISCLOSURE LOG

06/11/2021	10:43:34	301156	Status Update Received	Irrelevant SI	Status update At Scene received from Radio 301156M	DOH BTL 3907 GWNKED
06/11/2021	10:43:34	301156	At Scene	Irrelevant		GWNKED
06/11/2021	10:55:48		Read Comment		Comment for Incident 190 was Marked as Read.	3KARGAR
06/11/2021	10:56:09		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	11:07:16		UserAction		User clicked Exit/Save	3BROALL
06/11/2021	11:07:26		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	11:10:49		Read Comment		Comment for Incident 190 was Marked as Read.	3KARGAR
06/11/2021	11:13:36		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	11:23:49		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	11:25:28		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	11:26:58		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	11:41:58		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	11:57:09		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	12:10:47		UserAction		User clicked Exit/Save	3KARGAR
06/11/2021	12:24:03	301156	Status Update Received	Irrelevant	Status update Request To Clear received from Radio 301156M	GWNKED

06/11/2021	12:24:03	301156	Request To Clear			GWNKED
06/11/2021	12:24:15		Read Comment		Comment for Incident 190 was Marked as Read.	3KARGAR
06/11/2021	12:24:22	301156	Available			3KARGAR
06/11/2021	12:24:22	301156	Disposition		A Case Completed	3KARGAR
06/11/2021	12:24:22	301156	Response Closed		Response Disposition: A Case Completed	3KARGAR
06/11/2021	12:28:47		UserAction		User clicked Exit/Save	3KARGAR

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
06/11/2021	10:15:41	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:45	City		MOUNT	Updated	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:45	City		LOFTY	City	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:45	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:55	Address		Irrelevant	Premise Verified	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:55	Latitude	0	62447778	Premise Verified	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:55	Longitude	0	28025000	Premise Verified	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:57	Jurisdiction		3 Toowoomba City	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:57	Division		3 Toowoomba	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:57	Battalion		3 Toowoomba	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:57	Response_Area		3 Toowoomba	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:57	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:15:57	Primary_TAC_Channel		TALK GROUP 119	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:16:03	ProQaCaseNumber		17949190	(Response Viewer)	Incident	PA304	3NAOBRU
06/11/2021	10:19:42	Problem		?COVID19 ABN BRTH 1xSYM LVL0	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:19:42	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:19:42	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:19:42	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:19:42	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA304	3NAOBRU
06/11/2021	10:19:42	Read Comment	False	True	144 of 254	Response_Master_Incident	PA304	3NAOBRU

11/6/2021

Incident Report

DOH RTI 3907

06/11/2021 10:19:42	Priority_Number	0	3	Viewer)	Updated Response_Master_Incident	PA304	3NAOBRU
06/11/2021 10:19:42	Determinant		36C01S	by ProQA	(ResponseResponse_Master_Incident	PA304	3NAOBRU
06/11/2021 10:19:42	EMD_Used	0	1	Viewer)	(ResponseResponse_Master_Incident	PA304	3NAOBRU
06/11/2021 10:19:42	CIS_Used	0	null	Viewer)	(ResponseResponse_Master_Incident	PA304	3NAOBRU
06/11/2021 10:19:44	Pickup_Map_Info	(Blank)	TWB67Q9		Response_Transports	KEDCADQASCXA273	3NAOBRU
06/11/2021 10:19:44	Map_Info		TWB67Q9		Response_Master_Incident	KEDCADQASCXA273	3NAOBRU
06/11/2021 10:20:00	Read Call	False	True	Viewer)	(ResponseResponse_Master_Incident	PA306	3BROALL
06/11/2021 10:20:30	Field_Data		Irrelevant	Patient	Response_User_Data_Fields	PA304	3NAOBRU
06/11/2021 10:20:34	Field_Data			Name:	Patient Response_User_Data_Fields	PA304	3NAOBRU
06/11/2021 10:20:49	CIS_Used	0	null	DOB:	(ResponseResponse_Master_Incident	PA304	3NAOBRU
06/11/2021 10:20:49	ProQATerminationStateCode		C	Viewer)	(ResponseIncident	PA304	3NAOBRU
06/11/2021 10:20:58	Read Comment	False	True	Viewer)	(ResponseResponse_Master_Incident	PA306	3BROALL
06/11/2021 10:22:19	Read Comment	False	True	Viewer)	(ResponseResponse_Master_Incident	PA306	3BROALL
06/11/2021 10:23:11	Current_UnitRespPriorityDesc	601604:	HOT1C	Field	Response_Vehicles_Assigned	KEDCADQASMDI01	
06/11/2021 10:24:02	Read Comment	False	True	Response	(ResponseResponse_Master_Incident	PA607	6SHAARC
06/11/2021 10:27:00	Read Comment	False	True	Viewer)	(ResponseResponse_Master_Incident	PA308	3KIMSHE
06/11/2021 10:34:09	Read Comment	False	True	Viewer)	(ResponseResponse_Master_Incident	PA306	3BROALL
06/11/2021 10:55:48	Read Comment	False	True	Viewer)	(ResponseResponse_Master_Incident	PA310	3KARGAR
06/11/2021 11:10:49	Read Comment	False	True	Viewer)	(ResponseResponse_Master_Incident	PA310	3KARGAR
06/11/2021 12:24:15	Read Comment	False	True	Viewer)	(ResponseResponse_Master_Incident	PA310	3KARGAR



DOH DISCLOSURE LOG

Significant Incident Review

Version 1.0 July 2020

Cairns and Hinterland District

Far Northern Region

Authority:

- By authority of the Assistant Commissioner, Far Northern Region.

Executive Summary:

- On the 2 January 2022, Cairns Operations Centre received an ICEMS request from the Queensland Police Service (QPS) to attend **Irrelevant** Koah. This was incident 15293476.
- The call was received at 17:09:04 and was a Code 1A.
- At this location there were reports that a child had been missing for 15 minutes and had been found submerged in a septic tank. It was reported that the child was unresponsive, and CPR was being performed.
- QAS Paramedics arrived at the scene at 17.23.37.
- At this location they found a 3-year-old male child in cardiac arrest with CPR being performed by the QPS and QFES officers.
- Resuscitation by QAS was attempted, however, the child was declared deceased at 1755 hrs.

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 15293476
- The review will examine ambulance operations prior to, during and following the response.
- This review will include all requirements outlined in the *Operational Incident Review Process*.

Clinical Incident Summary Report:

- A district clinical review was undertaken and noted a very difficult job. All clinical cares, pharmacology and interventions were appropriate and best practice.

State OpCen ProQA:

- Nil State OpCen audit requested (ICEMS case).

Incident Review/Investigation:

Scope

- Cairns and Hinterland District reviewed all aspects of the ambulance response to incident 15293476.
- This included reviewing clinical performance and operational decision making to ensure the appropriate response and management of the case was achieved.
- Cairns and Hinterland District will identify any operational or clinical performance issues with the incident and ensure appropriate actions are taken to return performance to required standards.

Queensland Ambulance Service: Operational Incident Reporting

Background

- The Cairns Operations Centre received a request via QPS ICEMS to a three-year-old child who had initially been reported missing and then found in a septic tank. It was reported that the **Irrelevant** had retrieved the body and was performing CPR.
- Three ambulance units, a Senior Operations Supervisor and the rescue helicopter were despatched to the scene.
- The first ambulance arrived on scene at 1723 hrs and confirmed the child was in cardiac arrest.
- A Critical Care Paramedic was in the second ambulance unit to arrive. This was followed by the helicopter response (consisting of Life flight Doctor and Critical Care Paramedic).
- On arrival at scene, the paramedics found a child who was having CPR performed by the attending QFES and QPS officers
- The child was unresponsive, blue and the cardiac monitor showed asystole. Resuscitation by paramedics continued.
- At 1755 hrs, resuscitation was ceased, and the child was declared deceased.
- The attending crews were:
 - 7140: **Irrelevant**
 - 7168: **Irrelevant**
 - 7553: **Irrelevant**
 - 7598: **Irrelevant**
 - 8510: **Irrelevant**

Timeline

First key stroke:	17.09.04
In waiting queue:	17.09.04
Assigned:	17.11.26
Enroute:	17.12.37
At Scene:	17.23.37
Deceased:	17.55.00
Depart Scene:	N/A
Arrived Hospital:	N/A

Review

- The most appropriate units were dispatched to this incident and the response time was appropriate for location at 12 minutes 47 seconds.
- Critical Care Paramedics from Cairns arrived 13 minutes after the local unit.
- Senior Operations Supervisor attended the case.
- Resuscitation was attempted, however, was unsuccessful.

Outcomes

- Life extinct declared at 1755.

Post OIRR actions

- Attending staff were debriefed by supervisor.
- Peer support notified.

Queensland Ambulance Service: Operational Incident Reporting

Review Recommendations:

- The review be noted.

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Briefing notes identifying operational issues;
- Consultation with State OpCen Assistant Commissioner (for "State ProQA Special Review" if relevant);
- Briefing notes identifying pertinent incident information;
- A clear timeline of events from receipt of Triple Zero (000) call for the OIRR;
- Incident Detail Report (IDR);
- Electronic Ambulance Report Form (eARF);
- Local level clinical review (Eclipse);
- State level clinical audits (should be requested from the Medical Directors Office for complex clinical incidents or incidents with deviations from clinical policy and procedure);
- Relevant audio (wav) files;
- AVL tracking of unit positions at time of incident;
- Details of active incidents from 1 hour prior to the SIR and while SIR was active;
- Workforce planning reports; and
- Any reports or documents received from the Queensland Police Service (QPrime Number).

Regional Endorsement

(Document must be signed by LASN Manager, converted to PDF, sent to Irrelevant@ambulance.qld.gov.au)

Name	Position	Signature	Date
Rita Kelly	Acting Assistant Commissioner	Irrelevant	07.01.22

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 15293476
 ProQA number: 18217017
 Console name: POLCADQASICM01
 Incident Date: 02/01/2022 17:09:04
 Last Updated:

Incident Information

Incident Type: ACUTE AND CCP IF AVAILABLE
Priority: 1A
Determinant: 09E01
Base Response#: 007696
Confirmation#: 00006096
Taken By: ICEMS
Response Area: 7 Kuranda
Disposition: A Case Completed
Cancel Reason:
Incident Status: Closed
Certification: ACUTE
Longitude: 34446333
Patient Name:

Alarm Level:
Problem: NIL BREATHING
Agency: QAS
Jurisdiction: 7 Tablelands and Cape York
Division: 7 Kuranda
Battalion: 7 Kuranda
Response Plan: 1A
Command Ch:
Primary TAC:
Secondary TAC:
Delay Reason (if any):
Latitude: 73091996
Patient DOB:

Incident Location

Location Name:
Address: Irrelevant
Apartment:
Building:
City, State, Zip: KOAH QLD 4881

County: MAREEBA
Location Type: Irrelevant
Cross Street:
Map Reference:

Call Receipt

Caller Name: Irrelevant
Method Received:
Caller Type: ICEMS

Original CLI Phone:
Call Back Phone: Irrelevant
Caller Location:

Time Stamps

Description	Date	Time	User
Phone Pickup	02/01/2022	17:09:04	
1st Key Stroke	02/01/2022	17:09:04	
In Waiting Queue	02/01/2022	17:10:54	
Call Taking Complete	02/01/2022	17:09:04	ICEMS
1st Unit Assigned	02/01/2022	17:11:26	
1st Unit Enroute	02/01/2022	17:12:37	
1st Unit Arrived	02/01/2022	17:23:37	
Closed	02/01/2022	18:32:40	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:00:32
Call Received to 1st Assign	00:02:22
Assigned to 1st Enroute	00:01:11
Enroute to 1st Arrived	00:11:00
Incident Duration	01:23:36

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B7168	17:11:26	Treated Other Unit Transport	17:12:37		17:23:37			18:13:39			
A7598	17:12:07	A Case Completed	17:12:47		17:44:10			18:13:16			
A7140	17:13:29	A Case Completed	17:14:03		17:36:21			18:32:40			
S7553	17:15:33	A Case Completed	17:15:40		17:46:27			18:14:15			
R8510	17:18:10	A Case Completed	17:40:23		17:40:29			18:19:35			

Personnel Assigned

Unit
7140
7168
7553
7598
8510

Irrelevant

Pre-Scheduled Infor
No Pre-Scheduled In

Transports
No Transports

Comments

Date	Time	User	Type
02/01/2022	17:09:05	ICEMS	Response
02/01/2022	17:09:05	ICEMS	Response
02/01/2022	17:09:05	ICEMS	Response
02/01/2022	17:09:05	ICEMS	Response
02/01/2022	17:10:22	ICEMS	Response
02/01/2022	17:10:33	ICEMS	Response
02/01/2022	17:10:50	7COUDAV	Response
02/01/2022	17:10:50	7COUDAV	Response
02/01/2022	17:10:52	7COUDAV	Response
02/01/2022	17:11:27	PS	Response
02/01/2022	17:11:33	7COUDAV	Response
02/01/2022	17:11:37	PS	Response
02/01/2022	17:11:50	7COUDAV	Response
02/01/2022	17:11:50	7COUDAV	Response
02/01/2022	17:11:54	ICEMS	Response
02/01/2022	17:12:08	PS	Response
02/01/2022	17:12:13	ICEMS	Response
02/01/2022	17:12:17	PS	Response
02/01/2022	17:13:10	7COUDAV	Response
02/01/2022	17:13:10	ICEMS	Response
02/01/2022	17:13:30	PS	Response
02/01/2022	17:13:31	7REBROS	Response
02/01/2022	17:13:32	ICEMS	Response
02/01/2022	17:13:37	PS	Response
02/01/2022	17:15:33	PS	Response
02/01/2022	17:15:40	PS	Response
02/01/2022	17:15:51	8JACBOW	Response
02/01/2022	17:16:09	ICEMS	Response
02/01/2022	17:16:19	7ANGTIM	Response

Comments

[POL-Q] Exact Lat/Lon=D16.90744/D145.55538
 [POL-Q] Contact at scene: **Irrelevant**
 [POL-Q] Type : 524 - Missing Person(s) Status : none Specified Details : MISSING 3 YEAR OLD BOY TEEWA TIAPAI HAS BEEN MISSING FOR 15 MINS WEARING A PAIR OF BLUE SHORTS DESC AS BEING OLIVE SKIN BLONDE HAIR BLUE EYES. THE PROPERTY IS A 10 ACRE PROPERTY THERE IS A CREEK AT THE REAR OF THE PORPERTY . THERE IS NO RECEPTION AT THE JA INF GOT ON A DEFAULT PHONE CALLING 000. MUM IS LOOKING EVERYWHERE SHE PANICKING
 [POL-Q] Initial Incident Address information: **Irrelevant** KOAH, MAREEBA, QLD 4881
 <POL-Q< FEMALE DOING CPR ON CHILD
 <POL-Q< QPS PROCEEDING L&S FROM MAREEBA STN
 [ProQA Dispatch] Dispatch Level: 09E01 (Not breathing at all) Response Text: 1A Age unknown, Gender unknown, Not Conscious, Not Breathing. Problem Description: Obviously NOT BREATHING & Unconscious (non-traum)
 [ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred.
 [ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred. 2. A defibrillator (AED) is not available.
 [ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing.
 [Page] Dispatch page sent to Unit:7168, Sent From: KEDCADQASPIS01
 EMD attempted Call-Back STRAIGHT TO MESSAGE BSNK. LEFT MESSAGE
 [Page] Dispatch page to Unit:7168 complete to PIN **Irrelevant** Message sent successfully to Whispir
 [ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred. 2. A defibrillator (AED) is not available.
 [ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing.
 <POL-Q< QAS CHILD HAS FALLEN INTO A SEPTIC TANK MOTHER DOUNG CPR BUT IT LOOKS LIKE ITS TOO LATE
 [Page] Dispatch page sent to Unit:7598, Sent From: KEDCADQASPIS01
 POL-Q EnRoute
 [Page] Dispatch page to Unit:7598 complete to PIN **Irrelevant** Message sent successfully to Whispir
 >FIRE-Q> 3YOM FALLEN INTO SEPTIC TANK, CPR IN PROGRESS, UNKNOWN ACCESS DETAILS
 FIRE-Q Request for Attendance sent for Incident Q22-P000505
 [Page] Dispatch page sent to Unit:7140, Sent From: KEDCADQASPIS01
 7598 ? HELO ONLINE
 >FIRE-Q> FIRE-Q has been attached to the incident
 [Page] Dispatch page to Unit:7140 complete to PIN **Irrelevant** Message sent successfully to Whispir
 [Page] Dispatch page sent to Unit:7553, Sent From: KEDCADQASPIS01
 [Page] Dispatch page to Unit:7553 complete to PIN **Irrelevant** Message sent successfully to Whispir
 CONF Q7 OCS WITH SZCC - NZCC NOT AVAIL - AUTH TASKING R510
 FIRE-Q EnRoute
 CALLED NZ CC FOR HELO - APPROVED FLIGHT PARA ADV
 150 of 234

02/01/2022	17:16:35	ICEMS	Response	<POL-Q< HI QAS ANY ETA	DOH RTI 3907
02/01/2022	17:17:53	8JACBOW	Response	[Notification] [QAS]-R510 ACCEPTED TASK	
02/01/2022	17:18:10	PS	Response	[Page] Dispatch page sent to Unit:8510, Sent From: KEDCADQASPIS01	
02/01/2022	17:18:20	PS	Response	[Page] Dispatch page to Unit:8510 complete to PIN Irrelevant	Message sent successfully to Whispir
02/01/2022	17:20:16	7ANGTIM	Response	>POL-Q> ALMOST ON SCENE NOT LONG HELO TASKED	
02/01/2022	17:20:44	ICEMS	Response	POL-Q OnScene	
02/01/2022	17:20:44	7CHLAND	Response	CALL FROM QPS REQ ETA FROM SCENE - EMD ADVISED	
02/01/2022	17:20:47	7MICMAN	Response	HEAVY RAIN IN THE AREA AT THE MOMENT	
02/01/2022	17:21:58	7MICMAN	Response	FOR THE HELO- LARGE CLEAR OPEN AREAS AVAIL FOR LZ	
02/01/2022	17:22:15	7MICMAN	Response	[Notification] [QAS]-FOR THE HELO- LARGE CLEAR OPEN AREAS AVAIL FOR LZ	
02/01/2022	17:23:03	7MICMAN	Response	7140 SPEED CAMERA ACTIVATION ?KENNEDY HGY NEAR KOAN AND PIKE ROAD	
02/01/2022	17:24:00	7MICMAN	Response	ON SCENE PT IN CARDIAC ARREST	
02/01/2022	17:25:09	7REBROS	Response	7598 ADV OF SITREP	
02/01/2022	17:25:23	7ANGTIM	Response	7168 - SITREP ASYSTOLIC CARDIAC ARREST CPR IN PROGRESS	
02/01/2022	17:29:28	ICEMS	Response	<POL-Q< GPS CO-ORDONATES FOR THE CHOPPER OPEN PADDOCK BESIDE THE HOUSE 16.90760 - 145.55542	
02/01/2022	17:30:18	7MICMAN	Response	>POL-Q> THANK YOU	
02/01/2022	17:31:20	ICEMS	Response	FIRE-Q OnScene	
02/01/2022	17:36:18	7MICMAN	Response	?7140 ON SCENE?	
02/01/2022	17:36:29	7MICMAN	Response	UNIT TRACKED TO LOC	
02/01/2022	17:40:57	8JACBOW	Response	[Notification] [QAS]-R510 HAVE LANDED ON SCENE - ETA WAS NOT GIVEN	
02/01/2022	18:07:47	ICEMS	Response	FIRE-Q has updated their incident status to Closed	
02/01/2022	18:13:29	PS	Response	[Page] Page processing complete to PIN Irrelevant	Message sent successfully to Whispir
02/01/2022	18:14:01	PS	Response	[Page] Page processing complete to PIN Irrelevant	Message sent successfully to Whispir
02/01/2022	18:14:28	PS	Response	[Page] Page processing complete to PIN Irrelevant	Message sent successfully to Whispir
02/01/2022	18:19:18	8LOUMIT	Response	PT DECEASED NIL TPT	
02/01/2022	18:19:50	PS	Response	[Page] Page processing complete to PIN Irrelevant	Message sent successfully to Whispir
02/01/2022	18:32:52	PS	Response	[Page] Page processing complete to PIN Irrelevant	Message sent successfully to Whispir
02/01/2022	23:13:09	7BARCAL	Response	CASE OPENED FOR SIGNIFICANT INCIDENT REVIEW	

Priority Changes

Date	Time	Changed from Priority	Reason	User
02/01/2022	17:10:50	ICEMS	Patient Condition	Davison, Courtney

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
02/01/2022	17:09:04		Incident in Waiting Queue			
02/01/2022	17:09:04		Incident in Waiting Queue			
02/01/2022	17:09:04		[ICEMS]		[ICEMS] Received Incident Attendance Request from POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:09:04		[ICEMS]		[ICEMS] System Acknowledgment sent to POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:09:05		Incident Created		New incident created with VisiCAD Engine Wrapper API.	ICEMS
02/01/2022	17:09:05		Warning Pending Incident Time		Warning Pending Incident Time Warning timer expired	
02/01/2022	17:09:13		Read Incident		Incident 017 was Marked as Read.	7COUDAV
02/01/2022	17:09:13		Read Comment		Comment for Incident 017 was Marked as Read.	7COUDAV
02/01/2022	17:09:14		Remove Warning Pending Incident		Removing Warning Pending Incident Time Warning timer expired	
02/01/2022	17:09:15		Warning Pending Incident Time			
02/01/2022	17:09:45		Incident in Waiting Queue Timer Clear			
02/01/2022	17:09:45		[ICEMS]		[ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:09:45		[ICEMS]		[ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:10:04		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
02/01/2022	17:10:04		Incident Late			
02/01/2022	17:10:22		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-	ICEMS

Date	Time	Event	Priority	Unit	Notes	System
02/01/2022	17:10:22	[ICEMS]			P000505	ICEMS
02/01/2022	17:10:33	[ICEMS]			[ICEMS] Sent incident update acknowledgment message to POL-Q : ICEMS Incident Q22-P000505	ICEMS
02/01/2022	17:10:33	[ICEMS]			[ICEMS] Received Incident Update from POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:10:50	Incident Priority Change			Incident priority changed from ICEMS to 1A due to Patient Condition 7COUDAV	ICEMS
02/01/2022	17:10:51	Waiting Pending Incident Time Warning			Waiting Pending Incident Time Warning timer expired	ICEMS
02/01/2022	17:10:51	ProQA			ProQA determinant sent	7COUDAV
02/01/2022	17:10:51	Incident Late			Pending Incident Time Warning timer expired	ICEMS
02/01/2022	17:10:51	Pending Incident Time Warning			Incident queue timers have been reset	ICEMS
02/01/2022	17:10:54	[RESET_TIMERS]			Waiting Pending Incident Time Warning timer expired	ICEMS
02/01/2022	17:10:54	Incident in Waiting Queue			Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:10:54	Waiting Pending Incident Time Warning			Removing Waiting Pending Incident Time Warning timer expired	7MICMAN
02/01/2022	17:10:58	Read Comment			User clicked Initial Assign	7MICMAN
02/01/2022	17:11:01	Incident in Waiting Queue Timer Clear			The following unit(s) is (are) recommended for assignment: 7168 (00:10:43),7140 (00:16:44)	7MICMAN
02/01/2022	17:11:04	Remove Waiting Pending Incident Warning			The following unit(s) is (are) cleared from assignment: 7140	7MICMAN
02/01/2022	17:11:10	UserAction			Response Number (007696)	7MICMAN
02/01/2022	17:11:15	Initial Assignment			Incident Timer Cleared	ICEMS
02/01/2022	17:11:24	Initial Assignment			[ICEMS] Received Incident Update from POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:11:26	7168 Dispatched			Response Number: 007702;	7REBROS
02/01/2022	17:11:27	7168 Incident Timer Clear			From Sector 7C to 7CY	7REBROS
02/01/2022	17:11:54	7168 [ICEMS]			Comment for Incident 017 was Marked as Read.	7REBROS
02/01/2022	17:12:07	7598 Dispatched			[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P000505, Resource Status: EnRoute	ICEMS
02/01/2022	17:12:07	7598 Update Sector			Active incident marked as late	7MICMAN
02/01/2022	17:12:11	7598 Read Comment			Responding From = 7 KURANDA	7MICMAN
02/01/2022	17:12:13	7598 [ICEMS]			[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P000505, Status: EnRoute	ICEMS
02/01/2022	17:12:26	7168 Incident Late			User clicked Exit/Save	7REBROS
02/01/2022	17:12:37	7168 Resp			Responding From = 7 CAIRNS CCP.	7REBROS
02/01/2022	17:12:37	7168 [ICEMS]			Comment for Incident 017 was Marked as Read.	7REBROS
02/01/2022	17:12:44	7598 UserAction			User clicked Exit/Save	7MICMAN
02/01/2022	17:12:47	7598 Resp			[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q22-P000505	ICEMS
02/01/2022	17:12:56	7598 Read Comment			User selected Add Additional Resources from Popup Menu	7MICMAN
02/01/2022	17:13:03	7598 UserAction			7140: 00:16:44, 7400: 00:16:49, 7546: 00:24:54, 7111: 00:26:31, 7519: 00:26:38,	7MICMAN
02/01/2022	17:13:10	7598 UserAction			User Accepted 7140	7MICMAN
02/01/2022	17:13:10	7598 [ICEMS]			The following unit(s) is (are) recommended for assignment: 7140 (00:16:44)	7MICMAN
02/01/2022	17:13:21	UserAction			Response Number (007708)	7MICMAN
02/01/2022	17:13:25	VisiCAD Recommendation			[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P000505, Status: EnRoute	ICEMS
02/01/2022	17:13:27	UserAction			[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : ICEMS Incident Q22-P000505	ICEMS
02/01/2022	17:13:27	Add Resources			[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P000505, Resource Status: WillAttend	ICEMS
02/01/2022	17:13:29	7140 Dispatched			Responding From = 7 MAREEBA	7MICMAN
02/01/2022	17:13:30	7140 [ICEMS]				
02/01/2022	17:13:32	[ICEMS]				
02/01/2022	17:13:33	[ICEMS]				
02/01/2022	17:13:33	[ICEMS]				
02/01/2022	17:14:03	7140 Resp				

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02/01/2022	17:14:06		Read Comment		Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:14:08		UserAction		User clicked Exit/Save	7COUDAV
02/01/2022	17:14:33		UserAction		User clicked Exit/Save	7MICMAN
02/01/2022	17:14:51		UserAction		User clicked Exit/Save	7MICMAN
02/01/2022	17:14:56		UserAction		User clicked Add Resource	7REBROS
02/01/2022	17:14:58		UserAction		User clicked Add Resource	7REBROS
02/01/2022	17:15:03		VisiCAD Recommendation		7400: 00:16:49, 7172: 00:19:47, 7186: 00:23:45, 7116: 00:26:23, 7157: 00:26:31,	7REBROS
02/01/2022	17:15:23		UserAction		User Accepted 7116	
02/01/2022	17:15:23		Add Resources		The following unit(s) is (are) recommended for assignment: 7186 (00:23:45)	7REBROS
02/01/2022	17:15:25		Add Resources		The following unit(s) is (are) cleared from assignment: 7186	7REBROS
02/01/2022	17:15:26		UserAction		User Accepted 7400	
02/01/2022	17:15:26		Add Resources		The following unit(s) is (are) recommended for assignment: 7400 (00:16:49)	7REBROS
02/01/2022	17:15:27		Add Resources		The following unit(s) is (are) cleared from assignment: 7400	7REBROS
02/01/2022	17:15:28		VisiCAD Recommendation		7519: 00:26:38, 7553: 00:27:23,	7REBROS
02/01/2022	17:15:32		UserAction		User Accepted	
02/01/2022	17:15:32		Add Resources		The following unit(s) is (are) recommended for assignment: 7553 (00:27:23)	7REBROS
02/01/2022	17:15:33	7553	Dispatched		Response Number (007721)	7REBROS
02/01/2022	17:15:34		UserAction		User clicked Exit/Save	7REBROS
02/01/2022	17:15:40	7553	Resp		Responding From = ANDERSON ST\CHAPLAIN AVE.	7REBROS
02/01/2022	17:15:57		Read Comment		Comment for Incident 017 was Marked as Read.	7REBROS
02/01/2022	17:16:09		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P000505, Resource Status: EnRoute	ICEMS
02/01/2022	17:16:35		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:17:02		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P000505	ICEMS
02/01/2022	17:17:03		Read Comment		Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:17:30		UserAction		User clicked Exit/Save	7MICMAN
02/01/2022	17:18:06		UserAction		User clicked Add Resource	8JACBOW
02/01/2022	17:18:08		VisiCAD Recommendation		8510: *00:46:53, 8521: *01:57:18, 8400: *02:53:41, 8422: *02:59:21, 8702: *03:58:25,	8JACBOW
02/01/2022	17:18:09		UserAction		User Accepted 8510	
02/01/2022	17:18:09		Add Resources		The following unit(s) is (are) recommended for assignment: 8510 (*00:46:53)	8JACBOW
02/01/2022	17:18:09		Read Comment		Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:18:10	8510	Dispatched		Response Number (007732)	8JACBOW
02/01/2022	17:18:13		UserAction		User clicked Exit/Save	7REBROS
02/01/2022	17:18:21		Read Comment		Comment for Incident 017 was Marked as Read.	7REBROS
02/01/2022	17:18:23		UserAction		User clicked Exit/Save	8JACBOW
02/01/2022	17:18:58		UserAction		User clicked Exit/Save	7REBROS
02/01/2022	17:19:10		Incident Late		Active incident marked as late	
02/01/2022	17:19:19		UserAction		User clicked Exit/Save	7MICMAN
02/01/2022	17:20:16		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P000505	ICEMS
02/01/2022	17:20:27		Read Comment		Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:20:44		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P000505, Resource Status: OnScene	ICEMS
02/01/2022	17:21:47		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:21:49		Read Comment		Comment for Incident 017 was Marked as Read.	8JACBOW
02/01/2022	17:22:15		Notify Comment		(Response Viewer)	
02/01/2022	17:22:24		UserAction		User clicked Exit/Save	7MICMAN
02/01/2022	17:22:38		Read Comment		Comment for Incident 017 was Marked as Read.	PSDUPRO
02/01/2022	17:22:43		UserAction		User clicked Exit/Save	7CHLAND
02/01/2022	17:23:34		Read Comment		Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:23:37	7168	At Scene			7MICMAN

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02/01/2022	17:23:38		[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P000505, Status: OnScene	ICEMS
02/01/2022	17:23:38		[ICEMS]	[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P000505, Status: OnScene	ICEMS
02/01/2022	17:24:27		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	17:25:50		UserAction	User clicked Exit/Save	7REBROS
02/01/2022	17:27:02		Read Comment	Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:27:02		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P000505	ICEMS
02/01/2022	17:27:10		[ICEMS]	[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
02/01/2022	17:27:32		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	17:29:28		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:30:01		Read Comment	Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:30:01		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P000505	ICEMS
02/01/2022	17:30:18		[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-P000505	ICEMS
02/01/2022	17:31:06		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	17:31:20		[ICEMS]	[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P000505, Resource Status: OnScene	ICEMS
02/01/2022	17:31:25		Read Comment	Comment for Incident 017 was Marked as Read.	7MICMAN
02/01/2022	17:31:41		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	17:32:17	7140	[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q22-P000505	ICEMS
02/01/2022	17:36:21		At Scene		7MICMAN
02/01/2022	17:36:31		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	17:39:16		Read Comment	Comment for Incident 017 was Marked as Read.	8JACBOW
02/01/2022	17:40:23	8510	Resp	Responding From = 7 CAIRNS_AIRPORT RTY	8JACBOW
02/01/2022	17:40:29	8510	At Scene		8JACBOW
02/01/2022	17:43:25		UserAction	User clicked Exit/Save	8JACBOW
02/01/2022	17:44:07		Read Comment	Comment for Incident 017 was Marked as Read.	7REBROS
02/01/2022	17:44:10	7598	At Scene		7MICMAN
02/01/2022	17:44:32		UserAction	User clicked Exit/Save	7REBROS
02/01/2022	17:46:27	7553	At Scene		7MICMAN
02/01/2022	17:46:43		UserAction	User clicked Exit/Save	7REBROS
02/01/2022	17:46:56		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	17:47:35		UserAction	User clicked Exit/Save	7RICLOP
02/01/2022	17:50:45		UserAction	User clicked Exit/Save	7REBROS
02/01/2022	17:55:51		UserAction	User clicked Exit/Save	8JACBOW
02/01/2022	17:59:16		UserAction	User clicked Exit/Save	8JACBOW
02/01/2022	18:07:47		[ICEMS]	[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q22-P000505, Incident Status: Closed	ICEMS
02/01/2022	18:11:43		Read Comment	Comment for Incident 017 was Marked as Read.	8TIMCUR
02/01/2022	18:11:52		UserAction	User clicked Exit/Save	8TIMCUR
02/01/2022	18:12:22		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	18:13:16	7598	Available		7MICMAN
02/01/2022	18:13:16	7598	Disposition	A Case Completed	7MICMAN
02/01/2022	18:13:39	7168	Available		7MICMAN
02/01/2022	18:13:39	7168	Disposition	Treated Other Unit Transport	7MICMAN
02/01/2022	18:14:15	7553	Available		7MICMAN
02/01/2022	18:14:15	7553	Disposition	A Case Completed	7MICMAN
02/01/2022	18:14:35		Read Comment	Comment for Incident 017 was Marked as Read.	7ANGTIM
02/01/2022	18:17:38		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	18:18:57		UserAction	User clicked Exit/Save	7MICMAN
02/01/2022	18:19:21		UserAction	User clicked Exit/Save	8LOUMIT
02/01/2022	18:19:35	8510	Available		8LOUMIT
02/01/2022	18:19:35	8510	Disposition	A Case Completed	8LOUMIT
02/01/2022	18:19:52		Read Comment	Comment for Incident 017 was Marked as Read.	7MICMAN

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02/01/2022	18:20:34		UserAction
02/01/2022	18:21:42		UserAction
02/01/2022	18:25:18		UserAction
02/01/2022	18:32:40	7140	Available
02/01/2022	18:32:40	7140	Disposition
02/01/2022	18:32:40	7140	Response Closed
02/01/2022	18:32:43		[ICEMS]
02/01/2022	18:42:42		UserAction
02/01/2022	23:01:23		Read Comment
02/01/2022	23:02:45		UserAction
02/01/2022	23:13:32		UserAction
02/01/2022	23:19:01		Read Comment
02/01/2022	23:19:10		UserAction
02/01/2022	23:21:29		UserAction

Irrelevant

User clicked Exit/Save	7MOCMAN
User clicked Exit/Save	7JULGUI
User clicked Exit/Save	PSDUPRO
	7JULGUI
A Case Completed	7JULGUI
Response Disposition: A Case Completed	7JULGUI
[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-P000505, Status: Closed	ICEMS
User clicked Exit/Save	7ANGTIM
Comment for Incident 017 was Marked as Read.	7BARCAL
User clicked Exit/Save	7BARCAL
User clicked Exit/Save	7BARCAL
User clicked Exit/Save	7BARCAL
Comment for Incident 017 was Marked as Read.	7BARCAL
User clicked Exit/Save	7BARCAL
User clicked Exit/Save	7BARCAL

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Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
02/01/2022	17:09:05	County		MAREEBA	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	MethodOfCallRcvd		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	State		QLD	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Division	(NULL)	7 Kuranda	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	HomeSectorID	0	31	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Response_Area		7 Kuranda	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Call_Back_Phone		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	CurrentDivision	(NULL)	7 Kuranda	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Jurisdiction	(NULL)	7 Tablelands and Cape York	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Caller_Type		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Caller_Location_Name			Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	City		KOAH	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Postal_Code		4881	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Caller_Name		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	CurrentSectorID	0	31	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Battalion		7 Kuranda	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Pickup_Map_Info	(Blank)	NOT FOUND		Response_Transports	POLCADQASICM01	ICEMS
02/01/2022	17:09:05	Map_Info		NOT FOUND		Response_Master_Incident	POLCADQASICM01	ICEMS
02/01/2022	17:09:13	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:41	Address	Irrelevant		Address Change	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:44	Address			(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:44	Latitude	0	73091996	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:44	Longitude	0	34446333	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:44	Street_Id	NULL	70477	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV

02/01/2022	17:09:44	Cross_Street		KENNEDY HWY/BOLTON RD	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:44	Address	Irrelevant		Change Verified	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:09:45	Pickup_Map_Info	(Blank)	8064		Response_Transports	POLCADQASCXA147	COUDAV
02/01/2022	17:09:45	Map_Info	NOT FOUND	8064		Response_Master_Incident	POLCADQASCXA147	COUDAV
02/01/2022	17:09:58	ProQaCaseNumber		18217017	(Response Viewer)	Incident	PA703	7COUDAV
02/01/2022	17:10:50	Priority_Description	ICEMS	1A	Patient Condition	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	Priority_Number	60	1	Patient Condition	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	Response_Plan		1A	Updated by ProQA	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	Dispatch_Level		Normal	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	Incident_Type	ICEMS	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	Certification_Level	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	Problem	ICEMS	NIL BREATHING	Updated by ProQA	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:50	Determinant		09E01	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:51	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:51	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:10:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:11:50	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
02/01/2022	17:11:50	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA703	7COUDAV
02/01/2022	17:12:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7REBROS
02/01/2022	17:12:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7REBROS
02/01/2022	17:14:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:15:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7REBROS
02/01/2022	17:17:03	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:18:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:18:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7REBROS
02/01/2022	17:20:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:21:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8JACBOW
02/01/2022	17:22:38	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	NB900802	PSDUPRO
02/01/2022	17:23:34	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:27:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:30:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:31:25	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	17:39:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8JACBOW
02/01/2022	17:44:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7REBROS
02/01/2022	18:11:43	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8TIMCUR
02/01/2022	18:14:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7ANGTIM
02/01/2022	18:19:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MICMAN
02/01/2022	23:01:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7BARCAL
02/01/2022	23:19:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7BARCAL

DOH RTI 987

Townsville District – Northern Region

Final Report

Authority:

By authority of James Cunington A/Assistant Commissioner, Northern Region.

Executive Summary:

The Queensland Ambulance Service (QAS) received a request for service via the 000 system at 1208hrs on 8 January 2022.

This request related to two patients unwell and intoxicated; the incident was coded a 2CL and was placed in the dispatch queue at 1213hrs.

Due to heavy workload being experienced in the Townsville area the incident was not initially assigned to a unit.

The QAS received a second 000 call in relation to this incident at 1313hrs which was initially assigned as a 32D01, Life Status Questionable, with the information provided that a female patient was lying on the ground out in the sun for the last hour next to a wheelchair.

The two incidents were merged and assigned a 2A response at 1323hrs with the primary unit assigned to the incident at 1324hrs.

The primary unit was reassigned to a higher priority incident at 1333hrs, with another unit not assigned until 1430hrs. A Low Acuity Response Unit (LAARU) was assigned and backed up by a second unit at 1432hrs.

A third call was received 1445hrs and a fourth call received at 1446hrs with both callers advising the patient wasn't breathing then advising an ambulance has just arrived on scene and hanging up.

Both QAS units arrived on scene at 1447hrs and advised that the female patient was in Cardiac Arrest. An additional unit and a Critical Care Paramedic (CCP) were assigned to the incident at 1450hrs.

The duty Senior Operations Supervisor (SOS) was advised of the incident at 1450hrs and assigned to the incident at 1456hrs.

The female patient was declared deceased at the scene and left in the custody of the Queensland Police Service (QPS).

The initial 000 was received by the Cairns Operations Centre at 1208hrs, with the second received by the Maroochydore Operations Centre at 1313hrs and the third and fourth calls were received by the Townsville Operations Centre at 1445hrs and 1446hrs.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 15322095.

The review will examine ambulance operations prior to, during and following the response.

This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by A/Senior Clinical Educator Brad Garvey, a CCP level clinician. Review 46671 is attached. The review found:

Queensland Ambulance Service: Operational Incident Reporting

Presenting Complaint: Unable to attain hx off the or the bystanders due to high levels of intoxication. Patient had been lying on ground in front yard of property with her partner for an unknown period of time. PMHx- partner stated patient recently attend TUH approx. 1/52< Fhx- unknown Shx- unknown Dhx-unknown O/a- as I arrived on scene, I located the patient laying on her back on the right side of the driving laid on grass in the full sun, with her partner laid over the top half of the patient, covering her upper chest and face. I noted that the patient was not moving so I reversed the ambulance up the drive-in anticipation of using the stretcher. As I walked towards the patient the husband was holding/laying over the top half (sternum/head into the husband's chest) and I noted that patient was still and not moving. I attempted to move the husband off the patient, but he slightly resisted until he looked up and noticed that I was an ambulance officer. Appearance: neutral supine position legs crossed, fully clothed in shorts and t shirt. 0 obvious injuries noted at that time. Blistering evident on the lower anterior aspect of the Right tibia proximal to ankle joint.

Examination: CPR- commenced 1448 AIRWAY- on commencement of CPR oral bleeding was noted from nasal and mouth area Bright red in colour 0 clotting noted. 0 crepitus noted on head tilt chin lift. OPA Yellow inserted BVM applied copious amount of blood noted from NASAL ORAL area need constant suctioning 200mls+++ (full capacity of suction unit) BREATHING-nil CIRCULATION- nil femoral carotid radial pulses present 1451- pads applied, analysed no shock advised – asystole

Disposition: Scene management; very difficult scene multiple agitated, intoxicated persons on scene. Patient partner became threatening towards QAS Paramedics on scene and stated, "I will get a gun and shoot you if you do not save her", MHCORE assisted with multiple attempts at de-escalation so paramedics could continue with patient cares. CPR: 20 minutes of CPR (2/3 minutes interval changes) IV access Gained 250mls sodium chloride given Supraglottic airway inserted with comprised bleeding in oral cavity Resuscitation attempt taken under full sun in front yard of the property no shade throughout attempt 0 rigor mortis or pallor mortis noticed 0 obvious mottling across body, pt was very hot to touch with blistering evident on lower extremity. Fixed and dilated pupils noted, nil. Heart sounds on auscultation, nil palpable pulses, 0 obvious trauma noted across body. QPS called to assist with scene safety SOS attended scene

Summary of findings

- Clinical care provided by crews upon arrival as per clinical guidelines.

The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

State OpCen ProQA:

There was a total of four 000 calls received for the incident. An OpCen Incident Performance Review was conducted on the first two 000 calls. The remaining two 000 calls were both short and the callers disconnected as an ambulance had arrived on scene at the end stage of these calls.

The first 000 call was received by the Cairns Operations Centre at 1208hrs, the overall call performance was Low Compliance.

The call taking special review for this call found; nil critical deviations, nil major deviations, 3 moderate deviations - compliant description not clarified, calming techniques not used and case entry input error, and 1 minor deviation identified - key question asked incorrectly (lack of clarification). Overall compliance - Low.

This incident was assigned a code 2CL response.

The second 000 call was answered by the Maroochydore Operations Centre at 1312hrs. The overall call performance was compliant.

The call taking special review for this call found; nil critical deviations, nil major deviations, nil moderate deviations, and 1 minor deviation - a case entry question asked in correctly. Overall compliance - Compliant.

This incident was assigned a code 1C response.

Queensland Ambulance Service: Operational Incident Reporting

Incident Review/Investigation:

- **Scope:**
This Significant Incident Review is to evaluate the QAS response to a 26A10 (unwell / ill) patient that was found in cardiac arrest at **Irrelevant** Kelso on 8 January 2022.

This review has been conducted to ensure that the most appropriate resources were dispatched as outlined by QAS policies, the QAS response to the incident was adequate and acceptable, and that the patient received clinical care as outlined in the QAS Clinical Practice Guidelines and Clinical Practice Procedures.

- **Background:**
The Cairns Operation Centre received a request for service via the 000 system at 1208hrs on 8 January 2022.

The informant advised that her **Irrelevant** were sick and had lost some blood. The Emergency Medical Dispatcher (EMD) asked to speak with the patient and the phone was passed over.

The male patient advised that his arms had gone weak, and he couldn't move one. After some further questions the male patient advised **Irrelevant** was just drunk and there was just him and his wife.

When questioned by the call taker if his wife was completely alert, he stated, "she's all right" and when asked if she was breathing normally stated "yep, she is ok" but then stated, "she is up the creek at the moment".

The call taker confirmed that the patient's wife was at the same address and asked the patient if he or his wife were bleeding or vomiting blood. The informant advised no.

The incident was assigned Incident Number 15322095, MPDS 26A10 a code 2CL response and placed in the dispatch queue at 1213hrs and passed to the Townsville Operations Centre (TSV OpCen).

The incident was not initially assigned with the duty Operations Centre Supervisor (OCS) noting on the IDR at 1221hrs, delayed due to high workload and nil available crews.

The IDR notes that the Clinical Deployment Supervisor (CDS) attempted a call back at 1251hrs, with nil success.

A second 000 call was received by the Maroochydore Operations Centre at 1313hrs, with the informant advising that they had departed the house an hour earlier and had noted the female lying on the ground and looking unwell, but there were people around her. When they returned, she was by herself lying on the ground **Irrelevant**

The informant felt she should be checked by the ambulance but was unwilling to approach the scene.

The Incident was assigned Incident Number 15322351, MPDS code 32D01 Life Status Questionable, a code 1C and passed to the TSV OpCen.

The second incident was merged with the original incident by the TSV OpCen OCS and reconfigured with an MPDS code 20B02 Unknown status a code 2C response then manually upgraded to a code 2A response by the TSV OpCen OCS at 1323hrs.

The OCS requested that the next available unit be dispatched to the incident.

The incident was initially assigned to Townsville 1140 at 1324hrs.

Queensland Ambulance Service: Operational Incident Reporting

Townsville 1140 with ACP **Irrelevant** and ACP **Irrelevant** responded from the Garbutt area at 1325hrs. This unit was diverted to a higher priority incident 15322391 at 1333hrs, the unit was in the Kirwan area when reassigned.

It is noted on the IDR at 1425hrs that the TSV OpCen had attempted to undertake 3 call backs with the call going to message bank.

The incident was reassigned at 1430hrs to a LAARU unit Kirwan 1526.

Kirwan 1526 with ACP **Irrelevant** responded from the Kirwan area at 1432hrs, along with Kirwan 1124, with ACP **Irrelevant** from Townsville University Hospital (TUH) at 1432hrs.

The TSV OpCen received two additional 000 calls related to this incident at 1444hrs and 1445hrs, both callers advised that there was a patient not breathing. The call received at 1444hrs was the original 000 caller.

Both callers hung up after advising that an ambulance had arrived on scene.

The first QAS units Kirwan 1526 and Kirwan 1124 arrived on scene at 1447hrs, with a sitrep provided at 1450hrs confirming a cardiac arrest and requesting code 1 back up.

The TSV OpCen assigned two additional units, Townsville 1116 with ACP **Irrelevant** and ACP **Irrelevant**, responding from TUH at 1450hrs and Townsville 1506 with CCP **Irrelevant** from Townsville station at 1451hrs.

At 1452hrs the TSV OpCen OCS upgraded the incident from a 2A to a 1A.

The duty SOS was advised at 1450hrs and responded to the incident at 1456hrs.

QPS assistance was requested to the scene at 1456hrs, after family members become agitated.

Resuscitation efforts were ceased with the patient declared deceased at 1507hrs. The patient was left in the custody of QPS.

- **Timeline:**

1208hrs	000 received
1213hrs	Placed in dispatch queue.
1251hrs	CDS attempted call back, unable to contact.
1313hrs	2 nd 000 call received.
1317hrs	Placed in dispatch queue.
1317hrs	IDR note OCS, Delayed Nil Crews.
1322hrs	Incidents merged and reconfigured to 20B02, 2C, then upgraded to 2A.
1324hrs	Townsville 1140 assigned
1333hrs	Townsville 1140 diverted
1342hrs	Incident timer reset by CDS until 23.43.11hrs
1425hrs	TSV OpCen attempts 3 call back, no answer.
1430hrs	Kirwan 1526 assigned.
1432hrs	Kirwan 1124 assigned.
1432hrs	Kirwan 1526 marked mobile.
1432hrs	Kirwan 1124 marked mobile
1445hrs	3 rd 000 call received, advised patient not breathing
1446hrs	4 th 000 call received, advised patient not breathing
1447hrs	Kirwan 1124 on scene.
1447hrs	Kirwan 1526 on scene.
1450hrs	Duty SOS advised

Queensland Ambulance Service: Operational Incident Reporting

1450hrs Sitrep Kirwan 1124: Cardiac arrest code 1 back up.
 1450hrs Townsville 1116 assigned.
 1450hrs Townsville 1506 assigned.
 1450hrs Townsville 1116 marked mobile.
 1451hrs Townsville 1506 marked mobile.
 1452hrs Incident reconfigured to 1A.
 1459hrs Townsville 1116 on scene.
 1456hrs Townsville SOS assigned.
 1504hrs Townsville 1506 on scene.
 1507hrs ROLE
 1509hrs Townsville SOS on scene.

- **Review:**

A review of the call taking process was undertaken, with a quality assurance review of the 000 call, and review of the advice provided by QAS call takers to bystanders. All radio transmissions were reviewed as were all phone calls to and from the TSV OpCen in relation to this incident.

A review of the iROAM data, CAD data and Mapping data was undertaken as part of this review to ensure the closest and most appropriate units were dispatched.

This review also considered the findings of the ECLIPSE review and the treatment or care received by the patient against QAS Clinical Practice Guidelines, as well as reviewing QAS resources available for deployment and the utilisation of allied emergency services.

The incident was received at 12.08.22hrs and placed in the dispatch queue 5.13 minutes later at 12.13.35hrs.

The initial unit was not assigned until 1 hour and 10 minutes later at 13.24.28hrs then cancelled from the incident 8.59 minutes later at 13.33.27hrs.

There was a 56.36-minute delay until the next unit was assigned at 14.30.03hrs.

The first QAS unit arrived on scene at 14.47.01hrs, 2 hours and 38 minutes after the first 000 call was received.

The first 000 call was coded a 2CL. Code 2C's have a recognised performance target time of less than 60 minutes, this was not achieved.

When the second 000 call was received by the Maroochydore Operations Centre at 1313hrs the incident was, assigned MPDS code 32D01 Life Status Questionable, a code 1C.

This incident was not dispatched immediately but was reconfigured at 1323hrs. The time would suggest a potential 10-minute delay between 1313hrs and 1323hrs. Code 1C's have a recognised performance target time of dispatched in less than 2 minutes, this was not achieved.

The TSV OpCen identified that both incidents were the same incident and merged the incidents into one reconfiguring the incident from a Life Status Questionable to a Heat Related incident, MPDS code 20B02 Unknown status a code 2C response at 1323hrs. The OCS then upgraded the incident to a code 2A response and requested that the next available unit be assigned which occurred.

A unit was assigned at 1324hrs but was diverted to a code 1C at 1333hrs. This diversion did not comply with State Operations policy, as units should only be diverted from a code 2A to a 1C if reviewed and approved by the OCS or CDS, this did not occur. (Operational Communique No 26 - 20)

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

There were 2 pivotal moments with this incident. The first was the reconfiguration of the incident at 1323hrs, which downgraded the incident from a code 1C to 2C then reconfigured to a 2A by the OCS. It would appear, that when the OCS reconfigured the incident, they potentially missed the comments regarding **Irrelevant** female, not conscious, breathing status unknown and assigned the incorrect AMPDS Code and response code, it also possible that the OCS also did not complete the reconfiguration completely.

The second was the diversion of the primary responding unit to a code 1C by the EMD without prior consultation with the OCS or CDS which was a potential breach of operational communique 26-20.

Both omissions further prolonged an already extensive delay.

Mitigating factors with the above omission -

- The OCS was overly involved in an infield operational incident that was occurring in the operational environment. This led to the OCS potentially losing operational oversight of what was occurring in the operations centre.
- The OCS advised the dispatcher of the dispatch plan, which was not adhered too, and the dispatcher diverted the primary unit to another incident, potentially delaying medical aid by a further 56 minutes, it would appear that the OCS was unaware of the diversion.
- During the original 000 call, the call taker asked the original caller to hand the phone over to the patient. It is possible from the tone of conversation that the patient was intoxicated, was a poor historian and possible lack competence, the manner in which information was provided to the call-taker potentially changed the outcome of the call.

A review of the workload showed that the Townsville Cluster was experiencing heavy service demand at the time the original 000 call was received, with 15 incidents in the 1200hrs -1259hrs period.

CAD data shows 6 code 1 incidents and 4 code 2A incidents received between 1208hrs and 1313hrs.

CAD Data also shows 7 code 1 incidents received between 1313hrs and 1430hrs, excluding the 2nd 000 call for this incident.

A review of the pending incident data in iROAM from 15 minutes prior to the 000 call until the 1st QAS resource arrived on scene showed for the period 1145hrs to 1159hrs there a total of seven code 2 incidents pending the longest been 1 hour and 7 minutes.

The period from 1200hrs to 1214hrs showed only one code 2CL incident pending for 17.12 minutes.

iROAM pending data from 1230hrs until 1430hrs shows between six and two incidents always pending, the pending data also showed this incident pending as a code 1C for 3.31 minutes between 1315hrs & 1329hrs.

IDR data showed at 13.42.11hrs that 5SANTHO reset the Incident Late Timer cleared for 15322095: CDS approved, next late check time (Jan 08. 2022 23.43.11hrs. This removed the late incident timer from this incident.

Unit activity reports show that there twenty (20) operational units on shift within the Townsville cluster, consisting of double crewed ACP units, single officer CCP units and single officer LAARU units. All operational units deployed on incidents at the time the original 000 was received, except for the CCP POD unit.

This unit was assigned to code 1 incident's at 1216hrs and 1242hrs and was marked on station at 1304hrs.

Queensland Ambulance Service: Operational Incident Reporting

Due to the heavy code 1 demand, and no other resources available, it is possible that the CCP POD was being retained for code 1 response as there had been a heavy code 1 demand.

There were 3 RFDS transfer undertaken between 1208hrs and 1313hrs, these transfer removed three operational units from the response for periods between 1 hour and 30 minutes up to 2 hours and 22 minutes.

Kirwan 1122 was dispatched to a code 2CL at 1243hrs as a transport unit for a LAARU unit to transfer a stretcher patient to TUH. This patient was receiving medical care in an aged care facility.

Unit activity reports also identified that Kirwan unit 1526 was cleared from an incident in Heatley approximately 13.8kms or 16 minutes from Irrelevant at 1323hrs returning to Kirwan station arriving there at 1402hrs.

This unit was assigned to the incident 28 minutes later, it is unclear from the recording if the LAARU officer had been reviewing iROAM and was aware for the incident.

A response to Greenvale removed an operational unit from the environment for most of the early part of the shift.

Emergent sick leave and staff isolating due to COVID, impacted on staff allocation. While all attempts were made to fill shifts, there were vacancies.

A review of iROAM data for TUH showed that there was no escalation recorded until 1409hrs when TUH was placed on level 1 escalation.

iROAM Data for the period 1200hrs to 1409hrs that there was a maximum of 7 units at TUH with the longest time been 47 minutes, when the level 1 escalation was recorded at 1409hrs there were 7 units at TUH with the longest been there for 1 hour with units at 50 minutes, 44 minutes, and 42 minutes.

The ECLIPSE review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE

There were two possible opportunities where a crew could have been assigned early to this incident, excluding dispatching the CCP POD unit from Townsville station.

Kirwan 1122 was assigned to transport for a LAARU unit from an aged care facility at 1243hrs, as the patient was in aged care facility and receiving medical care with a QAS paramedic onsite, that should have made this request a lower priority than some lying out in the sun in the community.

Kirwan 1526 was cleared from an incident 13.8kms or 16 minutes from Irrelevant at 1323hrs and returned to station, only to be assigned to this incident 1 hour and 7 minutes later.

Kirwan 1526 cleared from Irrelevant Heatley at 1323hrs and marked on station at 1402hrs, the distance from Irrelevant to Kirwan station is 4.1kms or 5 minutes' drive. The unit was on station for 28 minutes prior to been assigned.

- **Outcomes:**
Irrelevant female declared deceased at scene.
- **Post OIRR actions:**
Preliminary SIR
Family followed up
ECLIPSE review completed
Priority One activation

Queensland Ambulance Service: Operational Incident Reporting

Review Recommendations:

To be made by the Professional Standards Unit.

Further enquiries should be made into Kirwan 1526 activities after clearing **Irrelevant**

Further enquiries should be made into why Kirwan 1122 of 1526 weren't dispatched earlier.

Appendix of relevant documents/files:

- IDR 15322095
- IDR 15322351
- OpCen Incident Review 15322095
- OpCen Incident Review 15322351
- Call Taking Summary
- OpCen Timeline
- DARF 504028914
- CORPULS Summary
- DCARF
- ECLIPSE Review 47489
- iROAM Data
- CAD Data
- iROAM Data Snapshot 1145hrs to 1430hrs
- TUH Snapshot

- AVL Data – Townsville 1140
- AVL Data – Kirwan 1124
- AVL Data – Townsville 1116
- AVL Data – Townsville 1506
- AVL Data – Townsville 1518
- Mapping Information – Kirwan station to Incident
- Mapping Information – Townsville station to Incident
- Mapping Information – Townsville Hospital to Incident
- Mapping Information – 1140 Diverted to Incident
- Mapping Information – Kirwan 1526 Location to Incident
- Mapping Information – Kirwan 1526 Location to Kirwan Station
- COGNOS Data – Incidents Cluster
- Cluster Roster
- Unit Activity Report 1102
- Unit Activity Report 1107
- Unit Activity Report 1109
- Unit Activity Report 1113
- Unit Activity Report 1116
- Unit Activity Report 1120
- Unit Activity Report 1121
- Unit Activity Report 1122
- Unit Activity Report 1124
- Unit Activity Report 1133
- Unit Activity Report 1135
- Unit Activity Report 1136
- Unit Activity Report 1140
- Unit Activity Report 1408
- Unit Activity Report 1506

Queensland Ambulance Service: Operational Incident Reporting

- Unit Activity Report 1512
- Unit Activity Report 1517
- Unit Activity Report 1524
- Unit Activity Report 1526
- Unit Activity Report 936339
- SOC Communique 26-20
- Transcript Phone OCS to Kirwan 1526
- Transcript phone OCS to SOS at 1511hrs
- OpCen Unit availability Spreadsheet
- Email OCS Overview

Region Endorsement

(Document must be signed by LASN Manager, converted to PDF and sent to **Irrelevant** @ ambulance.qld.gov.au)

Role	Name	Position	Signature	Date
Reviewer	James Cunington	A/Assistant Commissioner	Irrelevant	01/02/22
Endorsed	Gerard Lawler	A/Deputy Commissioner		

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: **Closed**
 Incident number: **15322095**
 ProQA number: **18247851**
 Console name: **PA704**
 Incident Date: **08/01/2022 12:08:22**
 Last Updated:

Incident Information

Incident Type:	ACUTE-STR	Alarm Level:	
Priority:	1A	Problem:	HEAT EXPOSURE UNKN STAT
Determinant:	20B02H	Agency:	QAS
Base Response#:	035238	Jurisdiction:	1 Townsville Coastal
Confirmation#:	00030164	Division:	1 Kirwan
Taken By:	Irrelevant	Battalion:	1 Kirwan
Response Area:	1 Kirwan	Response Plan:	Acute-Str
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	VOTING GRP 223
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	33274737	Latitude:	70610661
Patient Name:	Irrelevant	Patient DOB:	Irrelevant

Location Details

Location Name:	Irrelevant	County:	TOWNSVILLE
Address:	Irrelevant	Location Type:	Irrelevant
Apartment:		Cross Street:	TVL63N9
Building:		Map Reference:	
City, State, Zip:	KELSO QLD 4815		

Call Receipt

Caller Name:	Irrelevant	Original CLI Phone:	Irrelevant
Method Received:		Call Back Phone:	Irrelevant
Caller Type:		Caller Location:	

Time Events

Description	Date	Time	User	Elapsed Times Description	Time
Phone Pickup	08/01/2022	12:08:22			
1st Key Stroke	08/01/2022	12:08:22		Received to In Queue	00:05:13
In Waiting Queue	08/01/2022	12:13:35		Call Taking	00:07:42
Call Taking Complete	08/01/2022	12:16:04	Irrelevant	In Queue to 1st Assign	01:10:53
1st Unit Assigned	08/01/2022	13:24:28		Call Received to 1st Assign	01:16:06
1st Unit Enroute	08/01/2022	13:25:52		Assigned to 1st Enroute	00:01:24.8
1st Unit Arrived	08/01/2022	14:47:01		Enroute to 1st Arrived	01:21:08.7
Closed	08/01/2022	15:38:42	Irrelevant	Incident Duration	03:30:20

Response Summary

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
1140	13:24:28	Cancel En Route	13:25:52					13:33:27			.Diverted To Higher Priority
1526	14:30:03	A Case Completed	14:32:50		14:47:28			15:32:30			
B1124	14:32:08	A Case Completed	14:32:47		14:47:01			15:31:06			
B1116	14:50:13	A Case Completed	14:50:59		14:59:35			15:31:27			
A1506	14:50:22	A Case Completed	14:51:01		15:04:26			15:32:08			
S1518	14:56:28	A Case Completed	14:57:33		15:09:09			15:38:42			

Personnel Assigned

Unit	Name
1116	Irrelevant
1124	Irrelevant
1140	Irrelevant
1506	Irrelevant
1518	Irrelevant
1526	Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Response

Date	Time	User	Type	Comments
08/01/2022	12:12:17	7RICLOP	Response	Irrelevant
08/01/2022	12:13:35	7RICLOP	Response	[ProQA Dispatch] Dispatch Level: 26A10 (Unwell/III) Response Text: 2CL Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2. Problem Description: 2 PT'S UNWELL INTOXICATED
08/01/2022	12:13:35	7RICLOP	Response	[ProQA: Key Questions] 1. They are completely alert (responding appropriately). 2. They are breathing normally. 3. They are not bleeding (or vomiting blood). 4. They do not have any pain 5. They are unwell/ill.
08/01/2022	12:14:41	7RICLOP	Response	Irrelevant
08/01/2022	12:15:14	7RICLOP	Response	EIDS Tool Utilised CALLER ANSWERED NO TO ALL QUESTIONS
08/01/2022	12:16:01	7RICLOP	Response	[ProQA: Key Questions] 1. They are completely alert (responding appropriately). 2. They are breathing normally. 3. They are not bleeding (or vomiting blood). 4.

08/01/2022	12:16:01	7RICLOP	Response	They do not have any pain. 5. They are unwell/ill. [ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	12:21:19	1MELPLO	Response	DELAYED DUE TO HIGH WORKLOAD AND NIL AVAIL CREWS
08/01/2022	12:51:13	5SANTHO	Response	CDS performed call back (CDS to document) UTC
08/01/2022	13:13:12	4KATWEL	Response	Duplicate call appended to incident at 13:13:12
08/01/2022	13:16:40	4KATWEL	Response	[Appended, 13:21:19] [ProQA Dispatch] Dispatch Level: 32D01 (LIFE STATUS QUESTIONABLE) Response Text: 1C 50-year-old, Female, Not Conscious, Breathing status unknown. Problem Description: ?FEMALE LYING ON THE GROUND OUT IN THE SUN FOR THE LAST HOUR NEXT TO A Irrelevant
08/01/2022	13:17:14	4KATWEL	Response	[Appended, 13:21:19] [ProQA: Key Questions] 1. No special circumstances. 2. She does not appear to be completely awake (alert). 3. The caller was too far away to hear if the patient was talking/crying. 4. She is lying down now. 5. She is not moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller knows where she is: FRONT YARD 8. The caller is not able to direct the emergency crew to the patient. [Appended, 13:21:19] [ProQA] : Irrelevant Female, Not Conscious, Breathing status unknown.
08/01/2022	13:17:14	4KATWEL	Response	[Appended, 13:21:19] DELAYED NIL CREWS
08/01/2022	13:17:49	1MELPLO	Response	[Appended, 13:21:19] [ProQA: Key Questions] 1. No special circumstances. 2. She does not appear to be completely awake (alert). 3. The caller was too far away to hear if the patient was talking/crying. 4. She is lying down now. 5. She is not moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller knows where she is: FRONT YARD 8. The caller is not able to direct the emergency crew to the patient.
08/01/2022	13:17:56	4KATWEL	Response	[Appended, 13:21:19] [ProQA] : Irrelevant Female, Not Conscious, Breathing status unknown.
08/01/2022	13:19:04	4KATWEL	Response	[Appended, 13:21:19] [Private] CALLER DID NOT WANT TO APPROACH THE PT
08/01/2022	13:21:19	1RENYOU	Response	Duplicate call appended to incident at 13:21:19
08/01/2022	13:23:34	1MELPLO	Response	[ProQA Reconfigure] Reconfigure Level: 20B02 (Unknown status/Other codes not applicable) Suffix: H (Heat exposure) Response Text: 2A Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2. Problem Description: 2 PTS UNWELL INTOXICATED
08/01/2022	13:23:34	1MELPLO	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	13:23:52	1MELPLO	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	13:23:52	1MELPLO	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	13:24:28	PS	Response	[Page] Dispatch page sent to Unit:1140, Sent From: KEDCADQASPIS01
08/01/2022	13:24:37	PS	Response	[Page] Dispatch page to Unit:1140 complete to PIN Irrelevant
08/01/2022	13:33:11	1RENYOU	Response	Message sent successfully to Whispir
08/01/2022	13:33:36	PS	Response	DIVERTED REFER 15322391 [Page] Page processing complete to PIN Irrelevant message sent successfully to Whispir
08/01/2022	14:25:03	1NATWIL	Response	ATTEMPTED CALL BACK X3 LEFT VM
08/01/2022	14:30:03	PS	Response	[Page] Dispatch page sent to Unit:1526, Sent From: KEDCADQASPIS01
08/01/2022	14:30:20	PS	Response	[Page] Dispatch page to Unit:1526 complete to PIN Irrelevant
08/01/2022	14:32:08	PS	Response	Message sent successfully to Whispir
08/01/2022	14:32:17	PS	Response	[Page] Dispatch page sent to Unit:1124, Sent From: KEDCADQASPIS01
08/01/2022	14:32:19	PS	Response	[Page] Dispatch page to Unit:1124 complete to PIN Irrelevant
08/01/2022	14:45:15	1VERRUU	Response	Message sent successfully to Whispir
08/01/2022	14:46:30	1NATWIL	Response	Duplicate call appended to incident at 14:45:15
08/01/2022	14:47:02	1VERRUU	Response	Duplicate call appended to incident at 14:46:30
08/01/2022	14:47:02	1VERRUU	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	14:47:02	1VERRUU	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	14:48:48	1NATWIL	Response	CALL BACK FROM SCENE - STATING THERE IS A LADY LYING HERE NOT RESPONDING UNABLE TO ASK CASE ENTRY DUE TO CALLER STATING THERE'S AN AMBULANCE HERE AND HANGING UP - CREW ARRIVED ON SCENE 1447
08/01/2022	14:50:13	PS	Response	[Page] Dispatch page sent to Unit:1116, Sent From: KEDCADQASPIS01
08/01/2022	14:50:22	PS	Response	[Page] Dispatch page sent to Unit:1506, Sent From: KEDCADQASPIS01
08/01/2022	14:50:23	PS	Response	[Page] Dispatch page to Unit:1116 complete to PIN Irrelevant
08/01/2022	14:50:24	PS	Response	Message sent successfully to Whispir
08/01/2022	14:50:24	PS	Response	[Page] Dispatch page to Unit:1116 complete to PIN
08/01/2022	14:50:35	PS	Response	Message sent successfully to Whispir
08/01/2022	14:50:37	1MELPLO	Response	[Page] Dispatch page to Unit:1506 complete to PIN
08/01/2022	14:50:53	1ANDJON	Response	Message sent successfully to Whispir
08/01/2022	14:52:48	1ANDJON	Response	SOS UPDATED ON CASE
08/01/2022	14:53:52	1STEBOL	Response	1124 CARDIAC ARREST BU CODE 1 1526 REQUIRE QPS >POL-Q> QAS HAVE BEEN CALLED TO ADDRESS FOR APPROX Irrelevant F LAYING IN FRONT YARD - QAS HAVE ARRIVED - CPR IN PROGRESS - ? CARDIAC ARREST \ REQUESTING QPS - ALL OTHER UNKNOWN AT THIS STAGE
08/01/2022	14:53:52	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q22-A001161
08/01/2022	14:54:30	1STEBOL	Response	>POL-Q> INITIAL CALLER DIDNT KNOW MUCH - ? PT IS Irrelevant
08/01/2022	14:54:55	1ANDJON	Response	AS PER OCS MANUALLY UPGRADE 1A
08/01/2022	14:56:25	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident

08/01/2022	14:56:28	PS	Response	[Page] Dispatch page sent to Unit:1518, Sent From: KEDCADQASPIS01
08/01/2022	14:56:36	PS	Response	[Page] Dispatch page to Unit:1518 complete to PIN Irrelevant
08/01/2022	14:56:43	1ANDJON	Response	Message sent successfully to Whispir
08/01/2022	14:57:09	1ANDJON	Response	1526 REQUEST QPS PRIORITY
08/01/2022	14:58:07	ICEMS	Response	>POL-Q< QAS CREW ON SCENE REQUIRE YOU I&S THANKS
08/01/2022	14:58:14	ICEMS	Response	POL-Q EnRoute
08/01/2022	14:59:10	1ANDJON	Response	<POL-Q< CREW COMING L+S
08/01/2022	15:05:25	1ANDJON	Response	>POL-Q< THANKS
08/01/2022	15:07:29	ICEMS	Response	>POL-Q< ETA OF QPS IN POSS THANKS
08/01/2022	15:08:06	1ANDJON	Response	POL-Q OnScene
08/01/2022	15:12:29	1MELPLO	Response	1506 REQUEST TIME OF ORIGINAL CALL - ADVISED 1212
08/01/2022	15:12:29	1MELPLO	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	15:13:31	1MELPLO	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	15:13:44	1ANDJON	Response	SOS ADV SIG 4 FEMALE PT
08/01/2022	15:31:14	PS	Response	1116 SIG 4 AND QPS ARE ON SCENE
08/01/2022	15:31:18	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
08/01/2022	15:31:37	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
08/01/2022	15:31:39	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
08/01/2022	15:32:22	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
08/01/2022	15:32:38	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
08/01/2022	15:38:57	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
08/01/2022	15:42:37	1MELPLO	Response	OCM UPDATED ON CASE
08/01/2022	15:45:15	1MELPLO	Response	STATE SOS ADV OF CASE

Priority Changes	Date	Time	Changed from Priority	Reason	User
	08/01/2022	13:22:13	2CL	Patient Condition	Irrelevant
	08/01/2022	14:53:57	2A	Patient Condition	

Date	Time	Radio	Activity	Location	Comments	User
08/01/2022	12:08:23		AML Data Received		Center of caller area HELI: -19 23.379000, 146 43.515600 ESCAD: #-19.38965/146.72526	SDSIAML
08/01/2022	12:13:35		Incident in Waiting Queue			
08/01/2022	12:13:35		Incident in Waiting Queue			
08/01/2022	12:13:35		Incident in Waiting Queue			
08/01/2022	12:13:36		ANI/ALI Statistics		INT Insert:Jan 08 2022 12:08:22 / INT SendNP:Jan 08 2022 12:08:21 / WS RecvNP:Jan 08 2022 12:08:21 / WS Process:Jan 08 2022 12:13:36	7RICLOP
08/01/2022	12:13:36		Read Comment		Comment for Incident 851 was Marked as Read.	7RICLOP
08/01/2022	12:13:36		ProQA	Irrelevant	ProQA determinant sent	7RICLOP
08/01/2022	12:13:36		Waiting Pending Incident		Waiting Pending Incident Time Warning timer expired	
08/01/2022	12:13:45		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
08/01/2022	12:13:46		Incident in Waiting Queue			
08/01/2022	12:16:04		Timer Clear			
08/01/2022	12:20:44		UserAction		User clicked Exit/Save	7RICLOP
08/01/2022	12:20:44		Read Incident		Incident 851 was Marked as Read.	1MELPLO
08/01/2022	12:20:44		Read Comment		Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	12:21:21		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	12:43:35		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
08/01/2022	12:43:35		Incident Late			
08/01/2022	12:50:28		Read Comment		Comment for Incident 851 was Marked as Read.	5SANTHO
08/01/2022	12:51:13		UserAction		User clicked Exit/Save	5SANTHO
08/01/2022	13:13:12		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	4KATWEL
08/01/2022	13:13:14		Read Comment		Comment for Incident 851 was Marked as Read.	4KATWEL
08/01/2022	13:13:15		Notification		Out of Region message displayed for: 11 Thorburn Ct	4KATWEL
08/01/2022	13:13:16		Notification		Out of Region message acknowledged for: 11 Thorburn Ct	4KATWEL
08/01/2022	13:16:23		UserAction		User clicked Exit/Save	4KATWEL
08/01/2022	13:17:12		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	13:17:55		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:19:35		UserAction		User clicked Exit/Save	4KATWEL
08/01/2022	13:21:08		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	13:21:14		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:21:19		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1RENYOU
08/01/2022	13:21:23		Read Comment		Comment for Incident 851 was Marked as Read.	1RENYOU
08/01/2022	13:21:33		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	13:21:50		UserAction		User clicked Exit/Save	1MELPLO

08/01/2022	13:22:13		Incident Priority Change		Incident priority changed from 2CL to 2A due to 1MELPLO Patient Condition	
08/01/2022	13:22:13		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:22:13		Incident Late			
08/01/2022	13:22:13		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
08/01/2022	13:22:14		Priority Upgrade/Downgrade Prompt		Change From 2CL to 2A? - User clicked OK	1MELPLO
08/01/2022	13:22:19		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:22:23		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:23:34		ProQA	Irrelevant	ProQA determinant sent	1MELPLO
08/01/2022	13:23:55		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:24:19		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	13:24:25		UserAction		User clicked Initial Assign	1ANDJON
08/01/2022	13:24:26		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1140 (00:11:22)	1ANDJON
08/01/2022	13:24:28	1140	Dispatched	Irrelevant	Response Number (035238)	1ANDJON
08/01/2022	13:24:28		Incident Timer Clear		Incident Timer Cleared	
08/01/2022	13:25:28		Incident Late		Active incident marked as late	
08/01/2022	13:25:37		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	13:25:52	1140	Resp	Irrelevant	Responding From = Dalrymple Rd & Duckworth St [NEAR SUPERCHEAP UNDER TREE].	1ANDJON
08/01/2022	13:33:27	1140	ReAssign Vehicle	Irrelevant	ReAssign Reason: .Diverted To Higher Priority	1RENYOU
08/01/2022	13:33:27		ReAssign Response		Clearing Primary Vehicle Flag	1RENYOU
08/01/2022	13:33:27		ReAssign Response		ReAssign Reason: .Diverted To Higher Priority	1RENYOU
08/01/2022	13:33:28		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:33:28		Incident Late			
08/01/2022	13:33:38		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:42:11		Incident Timer Clear	Irrelevant	Incident Late Timer cleared for 15322095 [Reset Reason]CDS Approved [Next Late Check Time]Jan 08 2022 23:43:11	5SANTHO
08/01/2022	13:42:11		Resetting Late Timer		Incident 851 was Marked as Read.	5SANTHO
08/01/2022	13:54:39		Read Incident		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	13:54:39		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	13:54:46		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:09:56		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:16:25		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:25:14		UserAction		User clicked Exit/Save	1NATWIL
08/01/2022	14:29:48		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:29:50		UserAction		User clicked Initial Assign	1ANDJON
08/01/2022	14:29:52		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1107 (00:14:51)	1ANDJON
08/01/2022	14:29:55		Initial Assignment		The following unit(s) is (are) cleared from assignment: 1107	1ANDJON
08/01/2022	14:29:59		VisiCAD Recommendation		1524: 00:08:37, 1526: 00:08:41,	1ANDJON
08/01/2022	14:30:01		UserAction		User Accepted 1526	
08/01/2022	14:30:01		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1526 (00:08:41)	1ANDJON
08/01/2022	14:30:03	1526	Dispatched	Irrelevant	Response Number (035507)	1ANDJON
08/01/2022	14:30:16		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:30:49		Read Comment		Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	14:31:03		Incident Late		Active incident marked as late	
08/01/2022	14:32:08	1124	Dispatched		Response Number: 035512;	1ANDJON
08/01/2022	14:32:09		Incident Late		Active incident marked as late	
08/01/2022	14:32:19		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:32:47	1124	Resp		Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)].	1ANDJON
08/01/2022	14:32:47		Incident Late		Active incident marked as late	
08/01/2022	14:32:50	1526	Resp		Responding From = 1(04) KIRWAN LARU.	1ANDJON
08/01/2022	14:33:11		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:45:15		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1VERRUU
08/01/2022	14:45:16		Read Comment		Comment for Incident 851 was Marked as Read.	1VERRUU
08/01/2022	14:45:32		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	14:45:51		AML Data Received	Irrelevant	AML data appended from duplicate call (Incident #15322683): Center of caller area HELI: -19.23.352000, 146.43.514400 ESCAD: #-19.3892/146.72524	SDSIAML
08/01/2022	14:46:04	1526	Calculate Vehicle ETA	1(04) KIRWAN LARU	ETA to Scene Address Irrelevant	KELSO 1VERRUU
08/01/2022	14:46:04	1124	Calculate Vehicle ETA	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	ETA to Scene Address Irrelevant	<ELSO 1VERRUU
08/01/2022	14:46:30		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1NATWIL
08/01/2022	14:46:31		Read Comment		Comment for Incident 851 was Marked as Read.	1NATWIL
08/01/2022	14:47:01	1124	At Scene	Irrelevant		1ANDJON
08/01/2022	14:47:28	1526	At Scene			1ANDJON
08/01/2022	14:47:30		UserAction		User clicked Exit/Save	1STEBOL
08/01/2022	14:47:35		Read Comment		Comment for Incident 851 was Marked as Read.	1VERRUU
08/01/2022	14:48:06		UserAction		User clicked Exit/Save	1VERRUU
08/01/2022	14:48:50		Read Comment		Comment for Incident 851 was Marked as Read.	1NATWIL
08/01/2022	14:48:52		UserAction		User clicked Exit/Save	1NATWIL

08/01/2022	14:50:01		Premise History Access		Premise History Viewed	1STEBOL
08/01/2022	14:50:13	1116	Dispatched	Irrelevant	Response Number: 035584;	1ANDJON
08/01/2022	14:50:22	1506	Dispatched		Response Number: 035586;	1ANDJON
08/01/2022	14:50:25		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:50:36		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:50:59	1116	Resp		Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)].	1ANDJON
08/01/2022	14:51:01	1506	Resp		Responding From = 1(07) TOWNSVILLE CCP.	1ANDJON
08/01/2022	14:51:53		UserAction		User clicked Exit/Save	1STEBOL
08/01/2022	14:52:46		Read Comment		Comment for Incident 851 was Marked as Read.	1STEBOL
08/01/2022	14:53:52		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:53:52		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:53:53		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:53:57		Incident Priority Change		Incident priority changed from 2A to 1A due to Patient Condition	1MELPLO
08/01/2022	14:53:57	1116	Change Unit Priority		Change Unit Priority from 2A to 1A	1MELPLO
08/01/2022	14:53:57	1506	Change Unit Priority		Change Unit Priority from 2A to 1A	1MELPLO
08/01/2022	14:53:58		Priority Upgrade/Downgrade Prompt		Change From 2A to 1A? - User clicked OK	1MELPLO
08/01/2022	14:54:05		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:54:31		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:54:40		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:54:58		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:55:17		Read Comment		Comment for Incident 851 was Marked as Read.	1STEBOL
08/01/2022	14:55:23		UserAction		User clicked Exit/Save	1STEBOL
08/01/2022	14:56:25		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:56:28	1518	Dispatched	Irrelevant	Response Number: 035615;	1ANDJON
08/01/2022	14:56:28		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A001161, Status: OnScene	ICEMS
08/01/2022	14:56:32		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:56:38		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A001161, Resource Status: WillAttend	ICEMS
08/01/2022	14:56:58		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:57:09		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:57:24		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:57:28		Incident Late	Irrelevant	Active incident marked as late	
08/01/2022	14:57:33	1518	Resp		Responding From = 14 YELDHAM CT(1RES MACDONALD ROSS).	1ANDJON
08/01/2022	14:57:40		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:58:07		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A001161, Resource Status: EnRoute	ICEMS
08/01/2022	14:58:14		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:58:57		Read Comment		Comment for Incident 851 was Marked as Read.	1RENYOU
08/01/2022	14:58:59		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:59:10		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:59:12		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:59:18		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:59:35	1116	At Scene	Irrelevant	Premise History Viewed	1ANDJON
08/01/2022	15:03:24		Premise History Access		User clicked Exit/Save	1RENYOU
08/01/2022	15:04:21		UserAction			1RENYOU
08/01/2022	15:04:26	1506	At Scene		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	15:05:04		Read Comment		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	1ANDJON
08/01/2022	15:05:26		[ICEMS]		User clicked Exit/Save	ICEMS
08/01/2022	15:05:37		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	15:05:54		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	15:06:22		Read Comment		Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	15:06:40		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	15:07:29		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A001161, Resource Status: OnScene	ICEMS
08/01/2022	15:08:08		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	15:09:09	1518	At Scene	Irrelevant		1ANDJON
08/01/2022	15:22:22		Read Comment		Comment for Incident 851 was Marked as Read.	1RENYOU
08/01/2022	15:22:28		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	15:31:06	1124	Available	Irrelevant		1ANDJON
08/01/2022	15:31:06	1124	Disposition		A Case Completed	1ANDJON
08/01/2022	15:31:27	1116	Available			1ANDJON
08/01/2022	15:31:27	1116	Disposition		A Case Completed	1ANDJON
08/01/2022	15:32:08	1506	Available			1ANDJON

08/01/2022	15:32:08	1506	Disposition	Irrelevant	A Case Completed	1ANDJON
08/01/2022	15:32:20		Read Comment		Comment for Incident 851 was Marked as Read.	1STEBOL
08/01/2022	15:32:30	1526	Available	Irrelevant	A Case Completed	1ANDJON
08/01/2022	15:32:30	1526	Disposition		User clicked Exit/Save	1STEBOL
08/01/2022	15:32:45		UserAction	Irrelevant	A Case Completed	1RENYOU
08/01/2022	15:38:42	1518	Available		Response Disposition: A Case Completed [ICEMS] Sent Incident Status Update to POL-QICEMS	1RENYOU
08/01/2022	15:38:42	1518	Disposition	Irrelevant	Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	15:38:42	1518	Response Closed [ICEMS]		Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	15:38:49		Read Comment	Irrelevant	User clicked Exit/Save	1MELPLO
08/01/2022	16:22:07		Read Comment		User clicked Exit/Save	1MELPLO
08/01/2022	16:49:46		UserAction	Irrelevant		
08/01/2022	17:27:13		UserAction			

Field Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
08/01/2022	12:08:22	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:08:32	City		KELSO	Updated City	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:08:32	City		KELSO	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:08:38	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:20	Address	(Blank)		New Entry	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Division		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Battalion		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Response_Area		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Address		Irrelevant	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Latitude	0	70610661	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Longitude	0	33274737	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:59	Cross_Street		Irrelevant	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:10:14	Call_Back_Phone			(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:10:16	ProQaCaseNumber		18247851	(Response Viewer)	Incident	PA704	7RICLOP
08/01/2022	12:13:35	Problem		UNWELL/ILL	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	Response_Plan		LARU	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	Incident_Type		LARU	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	Priority_Number	0	50	Updated by ProQA	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	Determinant		26A10	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:37	Pickup_Map_Info	(Blank)	TVL63N9		Response_Transports	KEDCADQASCXA227	7RICLOP
08/01/2022	12:13:37	Map_Info		Irrelevant	Patient Name:	Response_Master_Incident	KEDCADQASCXA227	7RICLOP
08/01/2022	12:14:20	Field_Data			Patient DOB:	Response_User_Data_Fields	PA704	7RICLOP
08/01/2022	12:14:26	Field_Data			(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:16:01	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:16:01	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA704	7RICLOP
08/01/2022	12:20:44	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022	12:20:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022	12:50:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA420	5SANTHO
08/01/2022	12:50:52	Field_Data		Irrelevant	Pt Comments	Response_User_Data_Fields	PA420	5SANTHO
08/01/2022	12:51:06	Field_Data		INTOXICATED		Response_User_Data_Fields	PA420	5SANTHO
08/01/2022	13:13:14	Read Comment	False	True	1250 UTC Call Back	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:21:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU

DOH DISCLOSURE LOG

08/01/2022 13:22:13	Priority_Description	2CL	2A	Viewer)	Patient Condition	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:22:13	Priority_Number	50	4	Patient Condition	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 13:22:14	Priority_Description	2CL	2A	Priority Change	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 13:23:34	Response_Plan	LARU	Acute-Str	Accepted	Updated by	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Incident_Type	LARU	ACUTE-STR	ProQA	Updated by	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Certification_Level	Clinical Hub	ACUTE	ProQA	Updated by	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Problem	UNWELL/ILL	HEAT EXPOSURE UNKN STAT	ProQA	Updated by	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Determinant	26A10	20B02H	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 13:23:34	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 13:23:34	ProQATerminationStateCode	C		(Response Viewer)	Incident	PA105	1MELPLO	1MELPLO
08/01/2022 13:23:52	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 13:24:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 13:33:27	TimeCallViewed	08/01/2022 12:20:44	NULL	Reset Timestamp	Response_Master_Incident	PA103	1RENYOU	1RENYOU
08/01/2022 13:54:39	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 13:54:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 14:25:13	Field_Data	1250 UTC	1425 UTC 1250 UTC	Call Back	Response_User_Data_Fields	PA104	1NATWIL	1NATWIL
08/01/2022 14:29:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 14:30:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 14:32:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 14:45:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1VERRUU	1VERRUU
08/01/2022 14:46:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1NATWIL	1NATWIL
08/01/2022 14:47:03	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA101	1VERRUU	1VERRUU
08/01/2022 14:47:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1VERRUU	1VERRUU
08/01/2022 14:48:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1NATWIL	1NATWIL
08/01/2022 14:50:25	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 14:52:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL	1STEBOL
08/01/2022 14:53:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 14:53:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 14:53:57	Priority_Description	2A	1A	Patient Condition	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 14:53:57	Priority_Number	4	1	Patient Condition	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 14:53:57	Current_UnitRespPriorityDesc	1116: 2A	1A	Patient Condition	Response_Vehicles_Assigned	PA105	1MELPLO	1MELPLO
08/01/2022 14:53:57	Current_UnitRespPriorityDesc	1506: 2A	1A	Patient Condition	Response_Vehicles_Assigned	PA105	1MELPLO	1MELPLO
08/01/2022 14:53:58	Priority_Description	2A	1A	Priority Change	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 14:55:17	Read Comment	False	True	Accepted	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
08/01/2022 14:58:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU	1RENYOU
08/01/2022 15:05:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON	1ANDJON
08/01/2022 15:06:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 15:12:29	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 15:22:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU	1RENYOU
08/01/2022 15:32:20	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL	1STEBOL
08/01/2022 15:38:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO
08/01/2022 16:22:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO	1MELPLO

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 15322351
 ProQA number: 18248124
 Console name: PA414
 Incident Date: 08/01/2022 13:14:10
 Last Updated:

Incident Information

Incident Type: ACUTE
 Priority: 1C
 Determinant: 32D01
 Base Response#: 00030364
 Confirmation#: Irrelevant
 Taken By: 1 Kirwan
 Response Area: Cancel Prior to Dispatch
 Disposition: Duplicate Call
 Cancel Reason: Closed
 Incident Status: ACUTE
 Certification: 33274737
 Longitude: U
 Patient Name:

Alarm Level:
 Problem: LIFE STATUS QUESTIONABLE
 Agency: QAS
 Jurisdiction: 1 Townsville Coastal
 Division: 1 Kirwan
 Battalion: 1 Kirwan
 Response Plan: Acute
 Command Ch: VOTING GRP 223
 Primary TAC:
 Secondary TAC:
 Delay Reason (if any):
 Latitude: 70610661
 Patient DOB: U

Location Information

Location Name: Irrelevant
 Address:
 Apartment:
 Building:
 City, State, Zip: KELSO QLD 4815

County: TOWNSVILLE
 Location Type: Irrelevant
 Cross Street: TVL63N9
 Map Reference:

Call Receipt

Caller Name:
 Method Received:
 Caller Type:

Original CLI Phone:
 Call Back Phone: Irrelevant
 Caller Location:

Time Summary

Description	Date	Time	User	Elapsed Times Description	Time
Phone Pickup	08/01/2022	13:14:04	Irrelevant	Received to In Queue	00:02:31
1st Key Stroke	08/01/2022	13:14:09		Call Taking	00:04:14
In Waiting Queue	08/01/2022	13:16:41		In Queue to 1st Assign	
Call Taking Complete	08/01/2022	13:18:24		Call Received to 1st Assign	
1st Unit Assigned				Assigned to 1st Enroute	
1st Unit Enroute			Enroute to 1st Arrived		
1st Unit Arrived			Incident Duration	00:07:16	
Closed	08/01/2022	13:21:20			

Personnel Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
Personnel Assigned											
Unit	Name										
0											

Personnel Assigned

Unit Name

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Date	Time	User	Type	Comments
08/01/2022	13:16:40	4KATWEL	Response	[ProQA Dispatch] Dispatch Level: 32D01 (LIFE STATUS QUESTIONABLE) Response Text: 1C Irrelevant . Female, Not Conscious, Breathing status unknown. Problem Description: ?FEMALE LYING ON THE GROUND OUT IN THE SUN FOR THE LAST HOUR NEXT TO Irrelevant
08/01/2022	13:17:14	4KATWEL	Response	[ProQA: Key Questions] 1. No special circumstances. 2. She does not appear to be completely awake (alert). 3. The caller was too far away to hear if the patient was talking/crying. 4. She is lying down now. 5. She is not moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller knows where she is: FRONT YARD 8. The caller is not able to direct the emergency crew to the patient.
08/01/2022	13:17:14	4KATWEL	Response	[ProQA] : Irrelevant Female, Not Conscious, Breathing status unknown. DELAYED NIL CREWS
08/01/2022	13:17:49	1MELPLO	Response	[ProQA: Key Questions] 1. No special circumstances. 2. She does not appear to be completely awake (alert). 3. The caller was too far away to hear if the patient was talking/crying. 4. She is lying down now. 5. She is not moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller knows where she is: FRONT YARD 8. The caller is not able to direct the emergency crew to the patient.
08/01/2022	13:17:56	4KATWEL	Response	[ProQA] : Irrelevant Female, Not Conscious, Breathing status unknown.
08/01/2022	13:17:56	4KATWEL	Response	(Private) CALLER DID NOT WANT TO APPROACH THE PT
08/01/2022	13:21:20	1RENYOU	Response	Call Appended to Incident number 15322095
08/01/2022	15:38:48	1RENYOU	Response	[QAS] has closed their incident [15322095]

Priority Changes

No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
08/01/2022	13:16:41		Incident in Waiting Queue			
08/01/2022	13:16:41		Read Comment		Comment for Incident 124 was Marked as Read.	4KATWEL
08/01/2022	13:16:41		Waiting Pending Incident		Waiting Pending Incident Time Warning timer	

08/01/2022	13:16:41	Time Warning			expired		
08/01/2022	13:16:48	ProQA	Irrelevant		ProQA determinant sent		4KATWEL
08/01/2022	13:16:51	Read Incident			Incident 124 was Marked as Read.		1MELPLO
08/01/2022	13:16:51	Remove Waiting Pending Incident Warning			Removing Waiting Pending Incident Time		
08/01/2022	13:16:51	Incident in Waiting Queue			Warning timer expired		
08/01/2022	13:17:15	Timer Clear					
08/01/2022	13:17:22	Read Comment			Comment for Incident 124 was Marked as Read.		1RENYOU
08/01/2022	13:17:51	UserAction			User clicked Exit/Save		1RENYOU
08/01/2022	13:17:51	UserAction			User clicked Exit/Save		1MELPLO
08/01/2022	13:18:03	UserAction			User clicked Exit/Save		1ANDJON
08/01/2022	13:18:11	Pending Incident Time Warning			Pending Incident Time Warning timer expired		
08/01/2022	13:18:11	Incident Late					
08/01/2022	13:18:24	UserAction			User clicked Exit/Save		4KATWEL
08/01/2022	13:18:44	Read Comment			Comment for Incident 124 was Marked as Read.		4KATWEL
08/01/2022	13:19:14	UserAction			User clicked Exit/Save		4KATWEL
08/01/2022	13:20:37	Read Comment			Comment for Incident 124 was Marked as Read.		1RENYOU
08/01/2022	13:20:58	UserAction			User clicked Exit/Save		1RENYOU
08/01/2022	13:21:20	Cancel Response	Irrelevant		Cancellation Reason: Duplicate Call, Response Disposition: Cancel Prior to Dispatch		1RENYOU
08/01/2022	13:21:21	Read Comment			Comment for Incident 124 was Marked as Read.		1MELPLO
08/01/2022	13:21:30	UserAction			User clicked Exit/Save		1MELPLO

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
08/01/2022	13:14:09	City		KELSO	Updated City	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:09	City		KELSO	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:13	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Division		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Battalion		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Response_Area		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Address		Irrelevant	Entry	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Latitude	0	70625215	Selected/Returned from GeoLocator	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:16	Longitude	0	33277074	Selected/Returned from GeoLocator	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:29	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:14:30	ProQaCaseNumber		18248124	(Response Viewer)	Incident	PA414	4KATWEL
08/01/2022	13:15:39	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Division		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Battalion		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Response_Area		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Address		Irrelevant	Entry	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Latitude	0	70625215	Selected/Returned from GeoLocator	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:15:44	Longitude	0	33277074	Selected/Returned from GeoLocator	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:00	City		KELSO	Updated City	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:00	City		KELSO	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:06	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:09	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:09	Division		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:09	Battalion		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:09	Response_Area		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:09	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:09	Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:16:09	Address		Irrelevant	Entry	Response_Master_Incident	PA414	4KATWEL

08/01/2022 13:16:09	Latitude	70625215	70610661	from GeoLocator Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:09	Longitude	33277074	33274737	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:40	Problem		LIFE STATUS QUESTIONABLE	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:40	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:40	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:40	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:40	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:41	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:41	Priority_Number	0	3	Updated by ProQA	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:41	Determinant		32D01	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:41	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:41	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:16:41	Pickup_Map_Info	(Blank)	TVL63N9		Response_Transports	KEDCADQASCXA324	KATWEL
08/01/2022 13:16:41	Map_Info	False	TVL63N9		Response_Master_Incident	KEDCADQASCXA324	KATWEL
08/01/2022 13:16:48	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:17:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU
08/01/2022 13:17:56	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:17:56	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA414	4KATWEL
08/01/2022 13:18:08	Field_Data		U	Patient Name:	Response_User_Data_Fields	PA414	4KATWEL
08/01/2022 13:18:12	Field_Data		U	Patient DOB:	Response_User_Data_Fields	PA414	4KATWEL
08/01/2022 13:18:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022 13:20:37	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU
08/01/2022 13:21:13	Address	Irrelevant		Address Change	Response_Master_Incident	PA103	1RENYOU
08/01/2022 13:21:16	Latitude	Irrelevant		(Response Viewer)	Response_Master_Incident	PA103	1RENYOU
08/01/2022 13:21:16	Longitude	0	33274737	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU
08/01/2022 13:21:16	Address	Irrelevant		Change Verified	Response_Master_Incident	PA103	1RENYOU
08/01/2022 13:21:18	Pickup_Map_Info	(Blank)	TVL63N9		Response_Transports	POLCADQASCXA171	RENYOU
08/01/2022 13:21:18	Map_Info	TVL63N9	TVL63N9		Response_Master_Incident	POLCADQASCXA171	RENYOU
08/01/2022 13:21:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: **Closed**
 Incident number: **15322095**
 ProQA number: **18247851**
 Console name: **PA704**
 Incident Date: **08/01/2022 12:08:22**
 Last Updated:

Incident Information

Incident Type:	ACUTE-STR	Alarm Level:	
Priority:	1A	Problem:	HEAT EXPOSURE UNKN STAT
Determinant:	20B02H	Agency:	QAS
Base Response#:	035238	Jurisdiction:	1 Townsville Coastal
Confirmation#:	00030164	Division:	1 Kirwan
Taken By:	Irrelevant	Battalion:	1 Kirwan
Response Area:	1 Kirwan	Response Plan:	Acute-Str
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	VOTING GRP 223
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	33274737	Latitude:	70610661
Patient Name:	DAVID WHITE	Patient DOB:	14/5/1974

Incident Location

Location Name:	Irrelevant	County:	TOWNSVILLE
Address:	Irrelevant	Location Type:	Irrelevant
Apartment:		Cross Street:	
Building:		Map Reference:	TVL63N9
City, State, Zip:	KELSO QLD 4815		

Call Receipt

Caller Name:	Irrelevant	Original CLI Phone:	Irrelevant
Method Received:		Call Back Phone:	
Caller Type:		Caller Location:	

Time Stamps

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	08/01/2022	12:08:22				
1st Key Stroke	08/01/2022	12:08:22			Received to In Queue	00:05:13
In Waiting Queue	08/01/2022	12:13:35			Call Taking	00:07:42
Call Taking Complete	08/01/2022	12:16:04	Irrelevant		In Queue to 1st Assign	01:10:53
1st Unit Assigned	08/01/2022	13:24:28			Call Received to 1st Assign	01:16:06
1st Unit Enroute	08/01/2022	13:25:52			Assigned to 1st Enroute	00:01:24.8
1st Unit Arrived	08/01/2022	14:47:01			Enroute to 1st Arrived	01:21:08.7
Closed	08/01/2022	15:38:42			Incident Duration	03:30:20

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
1140	13:24:28	Cancel En Route	13:25:52					13:33:27			.Diverted To Higher Priority
1526	14:30:03	A Case Completed	14:32:50		14:47:28			15:32:30			
B1124	14:32:08	A Case Completed	14:32:47		14:47:01			15:31:06			
B1116	14:50:13	A Case Completed	14:50:59		14:59:35			15:31:27			
A1506	14:50:22	A Case Completed	14:51:01		15:04:26			15:32:08			
S1518	14:56:28	A Case Completed	14:57:33		15:09:09			15:38:42			

Personnel Assigned

Unit	Name
1116	Irrelevant
1124	Irrelevant
1140	Irrelevant
1506	Irrelevant
1518	Irrelevant
1526	Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Comments

Date	Time	User	Type	Comments
08/01/2022	12:12:17	7RICLOP	Response	Irrelevant
08/01/2022	12:13:35	7RICLOP	Response	[ProQA Dispatch] Dispatch Level: 26A10 (Unwell/III) Response Text: 2CL Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2. Problem Description: 2 PT'S UNWELL INTOXICATED
08/01/2022	12:13:35	7RICLOP	Response	[ProQA: Key Questions] 1. They are completely alert (responding appropriately). 2. They are breathing normally. 3. They are not bleeding (or vomiting blood). 4. ey are unwell/ill.
08/01/2022	12:14:41	7RICLOP	Response	Irrelevant
08/01/2022	12:15:14	7RICLOP	Response	EIDS Tool Utilised CALLER ANSWERED NO TO ALL QUESTIONS
08/01/2022	12:16:01	7RICLOP	Response	[ProQA: Key Questions] 1. They are completely alert (responding appropriately). 2. They are breathing normally. 3. They are not bleeding (or vomiting blood). 4.

08/01/2022	12:16:01	7RICLOP	Response	They do not have any pain. 5. They are unwell/ill. DOH RTI 3907 [ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	12:21:19	1MELPLO	Response	DELAYED DUE TO HIGH WORKLOAD AND NIL AVAIL CREWS
08/01/2022	12:51:13	5SANTHO	Response	CDS performed call back (CDS to document) UTC
08/01/2022	13:13:12	4KATWEL	Response	Duplicate call appended to incident at 13:13:12
08/01/2022	13:16:40	4KATWEL	Response	[Appended, 13:21:19] [ProQA Dispatch] Dispatch Level: 32D01 (LIFE STATUS QUESTIONABLE) Response Text: 1C Irrelevant Female, Not Conscious, Breathing status unknown. Problem Description: ?FEMALE LYING ON THE GROUND OUT IN THE SUN FOR THE LAST HOUR NEXT TO Irrelevant Irrelevant
08/01/2022	13:17:14	4KATWEL	Response	[Appended, 13:21:19] [ProQA: Key Questions] 1. No special circumstances. 2. She does not appear to be completely awake (alert). 3. The caller was too far away to hear if the patient was talking/crying. 4. She is lying down now. 5. She is not moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller knows where she is: FRONT YARD 8. The caller is not able to direct th crew to the patient.
08/01/2022	13:17:14	4KATWEL	Response	[Appended, 13:21:19] [ProQA] : Irrelevant Female, Not Conscious, Breathing status unknown.
08/01/2022	13:17:49	1MELPLO	Response	[Appended, 13:21:19] DELAYED NIL CREWS
08/01/2022	13:17:56	4KATWEL	Response	[Appended, 13:21:19] [ProQA: Key Questions] 1. No special circumstances. 2. She does not appear to be completely awake (alert). 3. The caller was too far away to hear if the patient was talking/crying. 4. She is lying down now. 5. She is not moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller knows where she is: FRONT YARD 8. The caller is not able to direct the emergenc crew to the patient.
08/01/2022	13:17:56	4KATWEL	Response	[Appended, 13:21:19] [ProQA] : Irrelevant Female, Not Conscious, Breathing status unknown.
08/01/2022	13:19:04	4KATWEL	Response	[Appended, 13:21:19] [Private] CALLER DID NOT WANT TO APPROACH THE PT
08/01/2022	13:21:19	1RENYOU	Response	Duplicate call appended to incident at 13:21:19
08/01/2022	13:23:34	1MELPLO	Response	[ProQA Reconfigure] Reconfigure Level: 20B02 (Unknown status/Other codes not applicable) Suffix: H (Heat exposure) Response Text: 2A Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2. Problem Description: 2 PT'S UNWELL INTOXICATED
08/01/2022	13:23:34	1MELPLO	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	13:23:52	1MELPLO	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	13:23:52	1MELPLO	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	13:24:28	PS	Response	[Page] Dispatch page sent to Unit:1140, Sent From: KEDCADQASPIS01
08/01/2022	13:24:37	PS	Response	[Page] Dispatch page to Unit:1140 complete to PIN Irrelevant
08/01/2022	13:33:11	1RENYOU	Response	Message sent successfully to Whispir
08/01/2022	13:33:36	PS	Response	DIVERTED REFER 15322391 [Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
08/01/2022	14:25:03	1NATWIL	Response	ATTEMPTED CALL BACK X3 LEFT VM
08/01/2022	14:30:03	PS	Response	[Page] Dispatch page sent to Unit:1526, Sent From: KFDCADQASPIS01
08/01/2022	14:30:20	PS	Response	[Page] Dispatch page to Unit:1526 complete to PIN Irrelevant
08/01/2022	14:32:08	PS	Response	Message sent successfully to Whispir
08/01/2022	14:32:17	PS	Response	[Page] Dispatch page sent to Unit:1124, Sent From: KFDCADQASPIS01
08/01/2022	14:32:19	PS	Response	[Page] Dispatch page to Unit:1124 complete to PIN Irrelevant
08/01/2022	14:32:19	PS	Response	Message sent successfully to Whispir
08/01/2022	14:45:15	1VERRUU	Response	[Page] Dispatch page to Unit:1124 complete to PIN
08/01/2022	14:46:30	1NATWIL	Response	Message sent successfully to Whispir
08/01/2022	14:47:02	1VERRUU	Response	Duplicate call appended to incident at 14:45:15 Duplicate call appended to incident at 14:46:30
08/01/2022	14:47:02	1VERRUU	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	14:47:02	1VERRUU	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	14:48:48	1NATWIL	Response	CALL BACK FROM SCENE - STATING THERE IS A LADY LYING HERE NOT RESPONDING UNABLE TO ASK CASE ENTRY DUE TO CALLER STATING THERE'S AN AMBULANCE HERE AND HANGING UP - CREW ARRIVED ON SCENE 1447
08/01/2022	14:50:13	PS	Response	[Page] Dispatch page sent to Unit:1116, Sent From: KEDCADQASPIS01
08/01/2022	14:50:22	PS	Response	[Page] Dispatch page sent to Unit:1506, Sent From: KEDCADQASPIS01
08/01/2022	14:50:23	PS	Response	[Page] Dispatch page to Unit:1116 complete to PIN 0428739208: 42558324
08/01/2022	14:50:24	PS	Response	Message sent successfully to Whispir
08/01/2022	14:50:35	PS	Response	[Page] Dispatch page to Unit:1116 complete to PIN Irrelevant
08/01/2022	14:50:35	PS	Response	Message sent successfully to Whispir
08/01/2022	14:50:37	1MELPLO	Response	[Page] Dispatch page to Unit:1506 complete to PIN
08/01/2022	14:50:53	1ANDJON	Response	Message sent successfully to Whispir
08/01/2022	14:52:48	1ANDJON	Response	SOS UPDATED ON CASE
08/01/2022	14:53:52	1STEBOL	Response	1124 CARDIAC ARREST BU CODE 1 1526 REQUIRE QPS >POL-Q> QAS HAVE BEEN CALLED TO ADDRESS FOR APPROX Irrelevant F LAYING IN FRONT YARD - QAS HAVE ARRIVED - CPR IN PROGRESS -? CARDIAC ARREST \ REQUESTING QPS - ALL OTHER UNKOWN AT THIS STAGE
08/01/2022	14:53:52	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q22-A001161
08/01/2022	14:54:30	1STEBOL	Response	>POL-Q> INITAL CALLER DIDNT KNOW MUCH - ? PT IS Irrelevant Irrelevant
08/01/2022	14:54:55	1ANDJON	Response	AS PER OCS MANUALLY UPGRADE 1A
08/01/2022	14:56:25	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident

08/01/2022	14:56:28	PS	Response	[Page] Dispatch page sent to Unit:1518, Sent From: RECD AD QAS PIS01
08/01/2022	14:56:36	PS	Response	[Page] Dispatch page to Unit:1518 complete to PIN 1526 REQUEST QPS PRIORITY Message sent successfully to Whispir 1526 REQUEST QPS PRIORITY Irrelevant
08/01/2022	14:56:43	1ANDJON	Response	>POL-Q> QAS CREW ON SCENE REQUIRE YOU I&S THANKS
08/01/2022	14:57:09	1ANDJON	Response	POL-Q EnRoute
08/01/2022	14:58:07	ICEMS	Response	<POL-Q< CREW COMING L+S
08/01/2022	14:58:14	ICEMS	Response	>POL-Q> THANKS
08/01/2022	14:59:10	1ANDJON	Response	>POL-Q> ETA OF QPS IN POSS THANKS
08/01/2022	15:05:25	1ANDJON	Response	POL-Q OnScene
08/01/2022	15:07:29	ICEMS	Response	1506 REQUEST TIME OF ORIGINAL CALL - ADVISED 1212
08/01/2022	15:08:06	1ANDJON	Response	[ProQA: Key Questions] 1. This is a reported heat-related problem. 2. It's not known if they have chest pain or chest discomfort. 3. They are completely alert (responding appropriately). 4. It's not known if they have ever had a heart attack or angina (heart pains). 5. It's not known if they have had a change in skin colour. 6. Their skin temperature is unknown.
08/01/2022	15:12:29	1MELPLO	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Multiple patients involved: 2.
08/01/2022	15:13:31	1MELPLO	Response	SOS ADV SIG 4 FEMALE PT
08/01/2022	15:13:44	1ANDJON	Response	1116 SIG 4 AND QPS ARE ON SCENE
08/01/2022	15:31:14	PS	Response	[Page] Page processing complete to PIN 1116 SIG 4 AND QPS ARE ON SCENE Message sent successfully to Whispir Irrelevant
08/01/2022	15:31:18	PS	Response	[Page] Page processing complete to PIN 1116 SIG 4 AND QPS ARE ON SCENE Message sent successfully to Whispir
08/01/2022	15:31:37	PS	Response	[Page] Page processing complete to PIN 1116 SIG 4 AND QPS ARE ON SCENE Message sent successfully to Whispir
08/01/2022	15:31:39	PS	Response	[Page] Page processing complete to PIN 1116 SIG 4 AND QPS ARE ON SCENE Message sent successfully to Whispir
08/01/2022	15:32:22	PS	Response	[Page] Page processing complete to PIN 1116 SIG 4 AND QPS ARE ON SCENE Message sent successfully to Whispir
08/01/2022	15:32:38	PS	Response	[Page] Page processing complete to PIN 1116 SIG 4 AND QPS ARE ON SCENE Message sent successfully to Whispir
08/01/2022	15:38:57	PS	Response	[Page] Page processing complete to PIN 1116 SIG 4 AND QPS ARE ON SCENE Message sent successfully to Whispir
08/01/2022	15:42:37	1MELPLO	Response	OCM UPDATED ON CASE
08/01/2022	15:45:15	1MELPLO	Response	STATE SOS ADV OF CASE

Priority Changes

Date	Time	Changed from Priority	Reason	User
08/01/2022	13:22:13	2CL	Patient Condition	Plows, Melanie
08/01/2022	14:53:57	2A	Patient Condition	Plows, Melanie

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
08/01/2022	12:08:23		AML Data Received		Center of caller area HELI: -19 23.379000, 146 43.515600 ESCAD: #-19.38965/146.72526	SDSIAML
08/01/2022	12:13:35		Incident in Waiting Queue			
08/01/2022	12:13:35		Incident in Waiting Queue			
08/01/2022	12:13:35		Incident in Waiting Queue			
08/01/2022	12:13:36		ANI/ALI Statistics		INT Insert:Jan 08 2022 12:08:22 / INT SendNP:Jan 08 2022 12:08:21 / WS RecvNP:Jan 08 2022 12:08:21 / WS Process:Jan 08 2022 12:13:36	7RICLOP
08/01/2022	12:13:36		Read Comment		Comment for Incident 851 was Marked as Read.	7RICLOP
08/01/2022	12:13:36		ProQA	Irrelevant	ProQA determinant sent	7RICLOP
08/01/2022	12:13:36		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
08/01/2022	12:13:45		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
08/01/2022	12:13:46		Incident in Waiting Queue Timer Clear			
08/01/2022	12:16:04		UserAction		User clicked Exit/Save	7RICLOP
08/01/2022	12:20:44		Read Incident		Incident 851 was Marked as Read.	1MELPLO
08/01/2022	12:20:44		Read Comment		Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	12:21:21		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	12:43:35		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
08/01/2022	12:43:35		Incident Late			
08/01/2022	12:50:28		Read Comment		Comment for Incident 851 was Marked as Read.	5SANTHO
08/01/2022	12:51:13		UserAction		User clicked Exit/Save	5SANTHO
08/01/2022	13:13:12		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	4KATWEL
08/01/2022	13:13:14		Read Comment		Comment for Incident 851 was Marked as Read.	4KATWEL
08/01/2022	13:13:15		Notification		Out of Region message displayed for: 11 Thorburn Ct	4KATWEL
08/01/2022	13:13:16		Notification		Out of Region message acknowledged for: 11 Thorburn Ct	4KATWEL
08/01/2022	13:16:23		UserAction		User clicked Exit/Save	4KATWEL
08/01/2022	13:17:12		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	13:17:55		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:19:35		UserAction		User clicked Exit/Save	4KATWEL
08/01/2022	13:21:08		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	13:21:14		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:21:19		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1RENYOU
08/01/2022	13:21:23		Read Comment		Comment for Incident 851 was Marked as Read.	1RENYOU
08/01/2022	13:21:33		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	13:21:50		UserAction		User clicked Exit/Save	1MELPLO

08/01/2022	13:22:13		Incident Priority Change		Incident priority changed from 2CL to 2A due to Patient Condition	DOH RTI 3897 1MELPLO
08/01/2022	13:22:13		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:22:13		Incident Late			
08/01/2022	13:22:13		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
08/01/2022	13:22:14		Priority Upgrade/Downgrade Prompt		Change From 2CL to 2A? - User clicked OK	1MELPLO
08/01/2022	13:22:19		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:22:23		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:23:34		ProQA	Irrelevant	ProQA determinant sent	1MELPLO
08/01/2022	13:23:55		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	13:24:19		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	13:24:25		UserAction		User clicked Initial Assign	1ANDJON
08/01/2022	13:24:26		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1140 (00:11:22)	1ANDJON
08/01/2022	13:24:28	1140	Dispatched	Irrelevant	Response Number (035238)	1ANDJON
08/01/2022	13:24:28		Incident Timer Clear		Incident Timer Cleared	
08/01/2022	13:25:28		Incident Late		Active incident marked as late	
08/01/2022	13:25:37		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	13:25:52	1140	Resp	Irrelevant	Responding From = Dalrymple Rd & Duckworth St	1ANDJON
08/01/2022	13:33:27	1140	ReAssign Vehicle		ReAssign Reason: .Diverted To Higher Priority	1RENYOU
08/01/2022	13:33:27		ReAssign Response		Clearing Primary Vehicle Flag	1RENYOU
08/01/2022	13:33:27		ReAssign Response		ReAssign Reason: .Diverted To Higher Priority	1RENYOU
08/01/2022	13:33:28		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:33:28		Incident Late			
08/01/2022	13:33:38		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
08/01/2022	13:42:11		Incident Timer Clear	Irrelevant	Incident Late Timer cleared for 15322095	5SANTHO
08/01/2022	13:42:11		Resetting Late Timer		[Reset Reason]CDS Approved [Next Late Check Time]Jan 08 2022 23:43:11	5SANTHO
08/01/2022	13:54:39		Read Incident		Incident 851 was Marked as Read.	1ANDJON
08/01/2022	13:54:39		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	13:54:46		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:09:56		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:16:25		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:25:14		UserAction		User clicked Exit/Save	1NATWIL
08/01/2022	14:29:48		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:29:50		UserAction		User clicked Initial Assign	1ANDJON
08/01/2022	14:29:52		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1107 (00:14:51)	1ANDJON
08/01/2022	14:29:55		Initial Assignment		The following unit(s) is (are) cleared from assignment: 1107	1ANDJON
08/01/2022	14:29:59		VisiCAD Recommendation		1524: 00:08:37, 1526: 00:08:41,	1ANDJON
08/01/2022	14:30:01		UserAction		User Accepted 1526	
08/01/2022	14:30:01		Initial Assignment		The following unit(s) is (are) recommended for assignment: 1526 (00:08:41)	1ANDJON
08/01/2022	14:30:03	1526	Dispatched	Irrelevant	Response Number (035507)	1ANDJON
08/01/2022	14:30:16		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:30:49		Read Comment		Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	14:31:03		Incident Late		Active incident marked as late	
08/01/2022	14:32:08	1124	Dispatched	Irrelevant	Response Number: 035512;	1ANDJON
08/01/2022	14:32:09		Incident Late		Active incident marked as late	
08/01/2022	14:32:19		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:32:47	1124	Resp	Irrelevant	Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)].	1ANDJON
08/01/2022	14:32:47		Incident Late		Active incident marked as late	
08/01/2022	14:32:50	1526	Resp	Irrelevant	Responding From = 1(04) KIRWAN LARU.	1ANDJON
08/01/2022	14:33:11		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:45:15		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1VERRUU
08/01/2022	14:45:16		Read Comment		Comment for Incident 851 was Marked as Read.	1VERRUU
08/01/2022	14:45:32		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	14:45:51		AML Data Received	Irrelevant	AML data appended from duplicate call (Incident #15322683): Center of caller area HELI: -19 23.352000, 146 43.514400 ESCAD: #-19.3892/146.72524	SDSIAML
08/01/2022	14:46:04	1526	Calculate Vehicle ETA	1(04) KIRWAN LARU	ETA to Scene Address is 00:07:41	Irrelevant KELSO 1VERRUU
08/01/2022	14:46:04	1124	Calculate Vehicle ETA	100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)]	ETA to Scene Address is 00:08:37	KELSO 1VERRUU
08/01/2022	14:46:30		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1NATWIL
08/01/2022	14:46:31		Read Comment		Comment for Incident 851 was Marked as Read.	1NATWIL
08/01/2022	14:47:01	1124	At Scene	Irrelevant		1ANDJON
08/01/2022	14:47:28	1526	At Scene			1ANDJON
08/01/2022	14:47:30		UserAction		User clicked Exit/Save	1STEBOL
08/01/2022	14:47:35		Read Comment		Comment for Incident 851 was Marked as Read.	1VERRUU
08/01/2022	14:48:06		UserAction		User clicked Exit/Save	1VERRUU
08/01/2022	14:48:50		Read Comment		Comment for Incident 851 was Marked as Read.	1NATWIL
08/01/2022	14:48:52		UserAction		User clicked Exit/Save	1NATWIL

08/01/2022	14:50:01		Premise History Access		Premise History Viewed	1ANDJON
08/01/2022	14:50:13	1116	Dispatched	Irrelevant	Response Number: 035584;	1ANDJON
08/01/2022	14:50:22	1506	Dispatched		Response Number: 035586;	1ANDJON
08/01/2022	14:50:25		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:50:36		UserAction	Irrelevant	User clicked Exit/Save	1ANDJON
08/01/2022	14:50:59	1116	Resp		Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)].	1ANDJON
08/01/2022	14:51:01	1506	Resp		Responding From = 1(07) TOWNSVILLE CCP.	1ANDJON
08/01/2022	14:51:53		UserAction		User clicked Exit/Save	1STEBOL
08/01/2022	14:52:46		Read Comment		Comment for Incident 851 was Marked as Read.	1STEBOL
08/01/2022	14:53:52		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:53:52		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:53:53		Read Comment		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	14:53:57		Incident Priority Change		Incident priority changed from 2A to 1A due to Patient Condition	1MELPLO
08/01/2022	14:53:57	1116	Change Unit Priority		Change Unit Priority from 2A to 1A	1MELPLO
08/01/2022	14:53:57	1506	Change Unit Priority		Change Unit Priority from 2A to 1A	1MELPLO
08/01/2022	14:53:58		Priority Upgrade/Downgrade Prompt		Change From 2A to 1A? - User clicked OK	1MELPLO
08/01/2022	14:54:05		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:54:31		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:54:40		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:54:58		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:55:17		Read Comment		Comment for Incident 851 was Marked as Read.	1STEBOL
08/01/2022	14:55:23		UserAction		User clicked Exit/Save	1STEBOL
08/01/2022	14:56:25		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:56:28	1518	Dispatched	Irrelevant	Response Number: 035615;	1ANDJON
08/01/2022	14:56:28		[ICEMS]			[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A001161, Status: OnScene
08/01/2022	14:56:32		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:56:38		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A001161, Resource Status: WillAttend	ICEMS
08/01/2022	14:56:58		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:57:09		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:57:24		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:57:28		Incident Late	Irrelevant	Active incident marked as late	
08/01/2022	14:57:33	1518	Resp		Responding From = 14 YELDHAM CT(1RES MACDONALD ROSS).	1ANDJON
08/01/2022	14:57:40		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:58:07		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A001161, Resource Status: EnRoute	ICEMS
08/01/2022	14:58:14		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:58:57		Read Comment		Comment for Incident 851 was Marked as Read.	1RENYOU
08/01/2022	14:58:59		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:59:10		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	14:59:12		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	14:59:18		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	14:59:35	1116	At Scene	Irrelevant	Premise History Viewed	1ANDJON
08/01/2022	15:03:24		Premise History Access		User clicked Exit/Save	1RENYOU
08/01/2022	15:04:21		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	15:04:26	1506	At Scene		Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	15:05:04		Read Comment		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A001161	ICEMS
08/01/2022	15:05:26		[ICEMS]		User clicked Exit/Save	1ANDJON
08/01/2022	15:05:37		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	15:05:54		UserAction		User clicked Exit/Save	1MELPLO
08/01/2022	15:06:22		Read Comment		Comment for Incident 851 was Marked as Read.	1MELPLO
08/01/2022	15:06:40		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A001161	ICEMS
08/01/2022	15:07:29		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A001161, Resource Status: OnScene	ICEMS
08/01/2022	15:08:08		UserAction		User clicked Exit/Save	1ANDJON
08/01/2022	15:09:09	1518	At Scene	Irrelevant	Comment for Incident 851 was Marked as Read.	1ANDJON
08/01/2022	15:22:22		Read Comment			User clicked Exit/Save
08/01/2022	15:22:28		UserAction		User clicked Exit/Save	1RENYOU
08/01/2022	15:31:06	1124	Available	Irrelevant	A Case Completed	1ANDJON
08/01/2022	15:31:06	1124	Disposition			A Case Completed
08/01/2022	15:31:27	1116	Available		A Case Completed	1ANDJON
08/01/2022	15:31:27	1116	Disposition		A Case Completed	1ANDJON
08/01/2022	15:32:08	1506	Available		A Case Completed	1ANDJON

08/01/2022 15:32:08	1506	Disposition	Irrelevant	A Case Completed	DOH RTI 3907	ANDJON
08/01/2022 15:32:20		Read Comment		Comment for Incident 851 was Marked as Read.		1STEBOL
08/01/2022 15:32:30	1526	Available				1ANDJON
08/01/2022 15:32:30	1526	Disposition		A Case Completed		1ANDJON
08/01/2022 15:32:45		UserAction		User clicked Exit/Save		1STEBOL
08/01/2022 15:38:42	1518	Available				1RENYOU
08/01/2022 15:38:42	1518	Disposition		A Case Completed		1RENYOU
08/01/2022 15:38:42	1518	Response Closed [ICEMS]		Response Disposition: A Case Completed [ICEMS] Sent Incident Status Update to POL-QICEMS for Incident Q22-A001161, Status: Closed		1RENYOU
08/01/2022 15:38:48		Read Comment		Comment for Incident 851 was Marked as Read.		1MELPLO
08/01/2022 16:22:07		Read Comment		Comment for Incident 851 was Marked as Read.		1MELPLO
08/01/2022 16:49:46		UserAction		User clicked Exit/Save		1MELPLO
08/01/2022 17:27:13		UserAction		User clicked Exit/Save		1MELPLO

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
08/01/2022	12:08:22	Call_Back_Phone		Irrelevant	Response (iewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:08:32	City		KELSO	Updated City	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:08:32	City		KELSO	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:08:38	Address	(Blank)	Irrelevant*	New Entry	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:20	Address	(Blank)		New Entry	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Division		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Battalion		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Response_Area		1 Kirwan	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Primary_TAC_Channel		VOTING GRP	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Address		Irrelevant	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Latitude	0	CT 70610661	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:30	Longitude	0	33274737	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:09:59	Cross_Street		Irrelevant	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:10:14	Call_Back_Phone			(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:10:16	ProQaCaseNumber		18247851	(Response Viewer)	Incident	PA704	7RICLOP
08/01/2022	12:13:35	Problem		UNWELL/ILL	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	Response_Plan		LARU	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:35	Incident_Type		LARU	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	Priority_Number	0	50	Updated by ProQA	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	Determinant		26A10	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:36	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:13:37	Pickup_Map_Info	(Blank)	TVL63N9		Response_Transports	KEDCADQASCXA227	7RICLOP
08/01/2022	12:13:37	Map_Info		TVL 63N9		Response_Master_Incident	KEDCADQASCXA227	7RICLOP
08/01/2022	12:14:20	Field_Data		Irrelevant	Patient Name:	Response_User_Data_Fields	PA704	7RICLOP
08/01/2022	12:14:26	Field_Data			Patient DOB:	Response_User_Data_Fields	PA704	7RICLOP
08/01/2022	12:16:01	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7RICLOP
08/01/2022	12:16:01	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA704	7RICLOP
08/01/2022	12:20:44	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022	12:20:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022	12:50:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA420	5SANTHO
08/01/2022	12:50:52	Field_Data		46M	Pt Comments	Response_User_Data_Fields	PA420	5SANTHO
08/01/2022	12:51:06	Field_Data		INTOXICATED				
08/01/2022	13:13:14	Read Comment	False	True	1250 UTC Call Back	Response_User_Data_Fields	PA420	5SANTHO
08/01/2022	13:21:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA414	4KATWEL
08/01/2022	13:21:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU

08/01/2022 13:22:13	Priority_Description	2CL	2A	Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:22:13	Priority_Number	50	4	Patient Condition	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:22:14	Priority_Description	2CL	2A	Patient Condition	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Response_Plan	LARU	Acute-Str	Accepted	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Incident_Type	LARU	ACUTE-STR	Updated by ProQA	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Certification_Level	Clinical Hub	ACUTE	Updated by ProQA	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Problem	UNWELL/ILL	HEAT EXPOSURE UNKN STAT	Updated by ProQA	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	Determinant	26A10	20B02H	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:23:34	ProQATerminationStateCode	C		(Response Viewer)	Incident	PA105	1MELPLO
08/01/2022 13:23:52	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 13:24:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 13:33:27	TimeCallViewed	08/01/2022 12:20:44	NULL	Reset Timestamp	Response_Master_Incident	PA103	1RENYOU
08/01/2022 13:54:39	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 13:54:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 14:25:13	Field_Data	1250 UTC	1425 UTC 1250 UTC	Call Back	Response_User_Data_Fields	PA104	1NATWIL
08/01/2022 14:29:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 14:30:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 14:32:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 14:45:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1VERRUU
08/01/2022 14:46:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1NATWIL
08/01/2022 14:47:03	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA101	1VERRUU
08/01/2022 14:47:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA101	1VERRUU
08/01/2022 14:48:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1NATWIL
08/01/2022 14:50:25	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 14:52:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
08/01/2022 14:53:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 14:53:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 14:53:57	Priority_Description	2A	1A	Patient Condition	Response_Master_Incident	PA105	1MELPLO
08/01/2022 14:53:57	Priority_Number	4	1	Patient Condition	Response_Master_Incident	PA105	1MELPLO
08/01/2022 14:53:57	Current_UnitRespPriorityDesc	1116: 2A	1A	Patient Condition	Response_Vehicles_Assigned	PA105	1MELPLO
08/01/2022 14:53:57	Current_UnitRespPriorityDesc	1506: 2A	1A	Patient Condition	Response_Vehicles_Assigned	PA105	1MELPLO
08/01/2022 14:53:58	Priority_Description	2A	1A	Priority Change	Response_Master_Incident	PA105	1MELPLO
08/01/2022 14:55:17	Read Comment	False	True	Accepted	Response_Master_Incident	PA108	1STEBOL
08/01/2022 14:58:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU
08/01/2022 15:05:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1ANDJON
08/01/2022 15:06:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 15:12:29	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 15:22:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA103	1RENYOU
08/01/2022 15:32:20	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1STEBOL
08/01/2022 15:38:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO
08/01/2022 16:22:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1MELPLO

DOH DISCLOSURE LOG

Significant Incident Review Template

Townsville District – Northern Region

Authority:

By authority of James Cunington, A/Assistant Commissioner, Northern Region.

Executive Summary:

The Queensland Ambulance Service (QAS) received a request for service via the 000 system at 2208hrs on 9 January 2022.

This request was in relation to a **Irrelevant** female patient that had experienced an onset of cold shivers with groin pain radiating into her leg, the informant on scene, her husband, also advised the call taker that the patient was having a hard time breathing and felt like vomiting.

The initial 000 call was received by the Brisbane Operations Centre (QEOC), the incident was coded a 2CL and passed to the Townsville Operations Centre (TSV OpCen).

A second 000 call was received by the TSV OpCen at 2236hrs with the informant advising that the patient had collapsed post vomiting and was nonresponsive. The TSV OpCen upgraded the incident to a 1C response.

A single Advanced Care Paramedic (ACP) unit was immediately dispatched.

Additional information received from the informant, indicated that the patient had stopped breathing and CPR instructions were commenced. The incident was upgraded to a 1A response with an additional unit and a Critical Care Paramedic (CCP).

The first QAS unit arrived on scene at 2242hrs and took over resuscitation efforts from the family.

After an extensive resuscitation effort and consultation with the QAS clinical consult line resuscitation efforts were ceased, and the patient declared deceased at 2327hrs.

The patient was left in the custody of Queensland Police Service (QPS).

The incident was located 220 metres from Townsville station.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 15328699.

The review will examine ambulance operations prior to, during and following the response.

This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

An ECLIPSE review was undertaken by A/Senior Clinical Educator **Irrelevant** a CCP level clinician. Review 47529 is attached. The review found:

Presenting Complaint: Patient's partner called QAS stating pt was feeling unwell had mentioned having central chest pain for approx. 45/60mins prior to calling QAS. Patient also complaining of groin pain, nausea + vomiting and being not herself for last 7/7 days Whilst on the phone to QAS patient collapsed and became unresponsive. with ineffective breathing. Given CPR instructions from QAS OpCen. **Irrelevant**
Irrelevant pt lying beside bed in a supine position, patient wearing patterned night dress. Bucket with vomit noted in bedroom. Nil drug or alcohol paraphernalia noted around scene,

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patient has multiple blister packets of prescription medication which appear to be taken in correct order. Escalated family members on scene, highly distressed. Patient partner stated patient has had several attendance at TUH over recent weeks for feeling unwell, states she has significant cardiac

Irrelevant

Examination: GCS3

A- patent, nil evidence of vomitus or blood noted in oropharynx

B- apnoeic, easy to ventilate with BVM, cap refill >3 seconds

C- absent carotid pulses, ECG initially VFib, then fluctuating between PEA, asystole and brief runs of VFib, pt cool to touch with central cyanosis

BGL- HI

Afebrile

Obese habitus, with short fat neck and limited mouth opening

Nil obvious EJ Access on assessment

Nil obvious trauma or surgical scars on head to toe

Disposition: Difficult access and egress from scene, family members escalated, QPS and additional QAS resource requested to control scene and assist with extrication if ROSC was achieved.

- Furniture in bedroom moved and patient dragged into middle of room for further working space
- Treated as per CPG Cardiopulmonary resuscitation LMA placed successfully, pt easy to ventilate
- AED mode used for defibrillation due to the consistent fluctuations in pts cardiac rhythm
- Defibrillator pad changes x2, initially replaced then next set placed Anterior posterior, 11x defibrillations in total
- IV access gained, then line extravasated
- IO gained in L) proximal tibia, flowing freely then extravasated
- IO gained in R) proximal tibia successfully
- Consult call to MO **Irrelevant** regarding discontinuation or further treatment options, advised to withhold further Adrenaline, post discussion around adrenaline driven runs of VFib, and discontinue at 40mins if no change
- Resuscitation ceased at 2327 post 40/60mins, **Irrelevant**
- **Irrelevant**
- ROLE completed and scene left in care of QPS

Summary of findings

- Case initially coded as 2CL from ProQA.
- Second call 25 mins later with change of condition case upgraded 1A, patient in cardiac arrest. 1st Crew on scene within 3 mins.
- Extended period of resuscitation following consult line advice to extend. All clinical care provided within clinical guidelines, documented difficult scene managed well.

The review found that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

State OpCen ProQA:

Awaiting Information from State OpCen

Incident Review/Investigation:

- **Scope:**

This Significant Incident Review is to evaluate the QAS response to a cardiac arrest that occurred at **Irrelevant** Currajong at approximately 2236hrs on 9 January 2022.

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This review has been conducted to ensure that the most appropriate resources were dispatched as outlined by QAS policies, the QAS response to the incident was adequate and acceptable, that the appropriate allied emergency service were dispatched and that the patient received clinical care as outlined in the QAS Clinical Practice Guidelines and Clinical Practice Procedures.

- **Background:**

QEOC received a request for service via the 000 system at 2208hrs on 9 January 2022. This request was in relation to a **Irrelevant** female that had experienced an onset of cold shivers with pain in her right leg radiating into her groin.

The informant, the patient's husband, advised the call taker that the patient was having cold shivers with pain in her right leg radiating into her groin. The informant also advised the caller taker that the patient was hot and having a hard time breathing as well as feeling like she wanted to vomit.

The incident was assigned Incident Number 15328699, MPDS code 26A08, Sick Person Cramps / Spasm / Joint Pain a 2CL and placed in the dispatch queue at 2208hrs.

A second 000 call was received by the TSV OpCen at 2236hrs with the informant advising that the patient had collapsed post vomiting and was now unresponsive. The incident was upgraded to a 1C response and a single ACP unit assigned at 2236hrs.

Townsville 1130 with ACP **Irrelevant** and ACP **Irrelevant** responded from the Douglas area at 2238hrs.

Additional information provided from the scene identified that the patient had gone into cardiac arrest at 2238hrs with the incident upgraded to a 1A response and CCP unit assigned at 2239hrs.

Townsville 1506 with CCP **Irrelevant** responded from Townsville station at 2239hrs.

The first QAS unit Townsville 1506 arrived on scene at 2242hrs and confirmed a cardiac arrest, with the 2nd crew arriving on scene at 2245hrs.

Townsville 1506 requested an additional unit to assist with resuscitation efforts, and an additional ACP was assigned at 2246hrs.

Townsville 1116 responded from the Currajong area at 2246hrs, arriving on scene at 2248hrs.

QPS were requested to attend the scene priority at 2301hrs.

The duty Senior Operations Supervisor (SOS) was advised of the incident at 2303hrs and responded to the scene arriving at 2305hrs.

After a prolonged resuscitation effort and consulting with the QAS clinical consult line resuscitation efforts were ceased, and the patient declared deceased at 2327hrs.

- **Timeline:**

2205hrs	000 Received.
2208hrs	Incident placed in dispatch queue.
2236hrs	2 nd 000 call received.
2236hrs	Incident upgraded from 2CL to 1C.
2236hrs	Assigned to Townsville 1130.
2238hrs	Townsville 1130 marked mobile.
2239hrs	Incident upgraded from 1C to 1A.
2239hrs	CCP 1506 Assigned to incident.
2239hrs	CCP 1506 marked mobile.
2242hrs	CCP 1506 on scene.
2239hrs	Townsville 1130 on scene.

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2246hrs Sitrep 1506: confirmed CPR in progress.
 2246hrs Assigned to Townsville 1116.
 2246hrs Townsville 1116 marked mobile
 2248hrs Townsville 1116 on scene.
 2301hrs Urgent request for QPS to attend scene.
 2303hrs Duty SOS advised.
 2304hrs Assigned to SOS 1522.
 2304hrs SOS 1522 on scene.
 2307hrs ICEMS: QPS enroute.
 2310hrs ICEMS: QPS on scene.
 2323hrs Sitrep: CPR in progress, consulting with QAS clinical consult.
 2327hrs Resuscitation ceased, patient declared deceased.
 2336hrs Townsville 1116 cleared from incident.
 2340hrs Townsville 1506 cleared from incident.
 2340hrs SOS 1522 cleared from incident.
 2340hrs Townsville 1130 cleared from incident.
 2349hrs Priority One advised.

- **Review:**

A review of the call taking process was undertaken, with a quality assurance review of the 000 call, and review of the advice provided by QAS call takers to bystanders. All radio transmissions were reviewed as were all phone calls to and from the TSV OpCen in relation to this incident.

A review of the iROAM data, CAD data and Mapping data was undertaken as part of this review to ensure the closest and most appropriate units were dispatched.

This review also considered the findings of the ECLIPSE review and the treatment or care received by the patient against QAS Clinical Practice Guidelines, as well as reviewing QAS resources available for deployment.

An OpCen Incident Performance Review is being undertaken by State Operations, but the 000 calls were reviewed as part of this SIR.

The patient could be heard in the background groaning, the call taker applied the stated questioning, with the informant advising the patient was awake at 2.36-minute mark, and confirming the patient was breathing at 2.42 minutes.

The informant stated at 2.45 minutes that, *"just for that, she is having a real hard time, ah, breathing at the moment you know."*

The call taker asked at 2.53 minutes, is she completely alert, the informant advised at 2.57 minutes, *"ah yeah, yeah, talking and that and her eyes are open"*.

The call taker revisited at 3.02 minutes, asking is she breathing normally, the informant at 3.08 minutes stating *"yeah, yeah at the moment."*

The call taker at 3.11 minutes asked, *"ok to confirm, just to confirm she is able to breath normally at the moment is that right"*.

The informant at 3.14 minutes, advised *"yep, yeah."*

When the call taker asked if she was vomiting or vomiting blood at 3.16 minutes, the informant advised no.

The informant changed this response at 3.20 minutes to *"on she does feel like she wants to vomit,"* the patient could be heard in the background say she felt like vomiting.

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The call taker responded with **Irrelevant**

The informant advised no.

The call-taker at 3.28 minutes asked, "*does she have pain anywhere else*", the informant responded "*Just got pain in her groin*."

The incident was assigned a 26A08, Sick person, joint pain, based on the answers provided by the informant.

When the informant advised that the patient was having a real hard time breathing, the call taker asked if the patient was alert which the informant confirmed, the call taker did provide follow up questioning asking the informant to confirm if the patient was breathing normally, which the informant confirmed.

It is possible the informant, when questioned by the call-taker, was confused by what the difference is between hard to breath and normal breathing. It is possible to have what appears as a normal respiration rate, but still be finding it hard to breath. It is clear from the information provided by the informant that the patient was having some form of difficulty in breathing.

If the call taker had clarified what the informant meant by having a hard time breathing it is possible that the incident response code could have been amended to a higher level.

The incident was received at 22.05.02hrs and placed in the dispatch queue 3.51 minutes later.

The second 000 call was received by the TSV OpCen at 2235hrs, with the informant advising that the patient had vomited then collapsed and was now non-responsive.

The TSV OpCen reconfigured the incident to a 26D01 (Not Alert) a 1C response at 2236hrs, this was reconfigured again at 2239hrs to 09D01 Ineffective Breathing and upgraded to 1A response.

The primary unit was assigned 22.36.59hrs, 38.06 minutes after the original 000 call was received, but 19 seconds after the incident was upgraded to a code 1C response, the incident was upgraded to 1A 2.35 minutes with an additional unit assigned.

The first QAS unit arrived on scene 40 minutes after the original 000 call was received and 4.37 minutes after the second 000 call was received, and the incident was upgraded.

Code 2C's have a recognised performance target time of less than 60 minutes, and while this was achieved, and a response interval of 4.37 minutes is acceptable and reasonable for a code 1 response, the overall response to this was 40 minutes.

A review of unit activity for the period 2200hrs to 2236hrs, identified possible dispatch options available to the dispatcher.

Both Townsville 1506 and 1512, the CCP POD and Flight paramedics were on station and meals, the dispatch of these unit, while possible, would not be recommended by either CAD or iROAM.

Kirwan 1128 was located on Kirwan station also on meal but potentially 15 minutes from the incident and Northern Beaches 1119 located on station on a meal potentially 20 to 25 minutes from the incident. While possible to assign these units, neither CAD nor iROAM would have recommended them.

AVL data identifies Townsville 1110 on return to station and undertaking a meal pick up, located approximately 1.3km from the incident at 2203hrs. This unit potentially could have been dispatched to the incident. The unit arrived back on Townsville station at 2219hrs.

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With the information obtained from unit activity logs and AVL data, it was possible that an available and closer unit was not dispatched to this incident in a timely manner.

A review of workload identifies 1 code 1 incident and 6 code 2 incidents in the hour preceding the incident, a review of the cluster roster identified not staff shortages.

An ECLIPSE review was undertaken with the review finding that the patient received appropriate care as outlined by the QAS Clinical Practice Guidelines and Clinical Practice Procedures. The case is marked At Standard in ECLIPSE.

- **Outcomes:**
Irrelevant female declared deceased at the scene
- **Post OIRR actions:**
OpCen Incident Performance Review requested.
ECLIPSE Review completed
Preliminary SIR commenced
SIR Completed.

Review Recommendations:

Follow up with the dispatcher and Operations Centre Supervisor to understand why an available unit was not assigned

Appendix of relevant documents/files:

- IDR 15328699
- DARF 504032736
- DCARF
- CORPULS Summary
- iROAM Data
- CAD Data
- AVL Data Townsville 1130.
- AVL Data Townsville 1506
- AVL Data Townsville 1116
- AVL Data Townsville 1522
- AVL Data Townsville 1110
- Mapping Information – Townsville Hospital to Incident
- Mapping Information – Townsville Station to Incident
- Mapping Information – Townsville 1116 Location to Incident
- Mapping Information – Kirwan Station to Incident
- Mapping Information – Northern Beaches to Incident
- Mapping Information – Townsville 1110 Location to Incident
- Unit Activity Log
- Cluster Roster

DOH DISCLOSURE LOG

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Region Endorsement

(Document must be signed by LASN Manager, converted to PDF and sent to **Irrelevant** @ambulance.qld.gov.au)

Role	Name	Position	Signature	Date
Reviewer	James Cunington	A/Assistant Commissioner	Irrelevant	14/01/22
Endorsed	Gerard Lawler	A/Deputy Commissioner		

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
Incident Status: Closed
Incident number: 15328699
ProQA number: 18254654
Console name: QA526
Incident Date: 09/01/2022 22:05:02
Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	Alarm Level:	
Priority:	1A	Problem:	INEFFECTIVE BREATHING 09D01
Determinant:	09D01	Agency:	QAS
Base Response#:	041411	Jurisdiction:	1 Townsville Coastal
Confirmation#:	00035419	Division:	1 Townsville
Taken By:	Irrelevant	Battalion:	1 Townsville
Response Area:	1 Townsville	Response Plan:	1A
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	VOTING GRP 223
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	33215006	Latitude:	70718791
Patient Name:		Patient DOB:	

Location Information

Location Name:	Irrelevant	County:	TOWNSVILLE
Address:		Location Type:	Irrelevant
Apartment:		Cross Street:	
Building:		Map Reference:	
City, State, Zip:	CURRAJONG QLD 4812		

Call Receipt

Caller Name:	PT's HUSBAND	Original CLI Phone:	Irrelevant
Method Received:		Call Back Phone:	
Caller Type:		Caller Location:	

Time Stamps

Description	Date	Time	User	Elapsed Times Description	Time
Phone Pickup	09/01/2022	22:05:02			
1st Key Stroke	09/01/2022	22:05:02		Received to In Queue	00:03:51
In Waiting Queue	09/01/2022	22:08:53		Call Taking	00:05:36
Call Taking Complete	09/01/2022	22:10:38	Irrelevant	In Queue to 1st Assign	00:28:06
1st Unit Assigned	09/01/2022	22:36:59		Call Received to 1st Assign	00:31:57
1st Unit Enroute	09/01/2022	22:38:14		Assigned to 1st Enroute	00:01:15.7
1st Unit Arrived	09/01/2022	22:42:33		Enroute to 1st Arrived	00:04:18.3
Closed	09/01/2022	23:40:35		Incident Duration	01:35:33

Response Assignments

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
1130	22:36:59	A Case Completed	22:38:14		22:45:02			23:40:35			
A1506	22:39:13	A Case Completed	22:39:38		22:42:33			23:40:04			
B1116	22:46:42	A Case Completed	22:46:47		22:48:08			23:36:34			
S1522	23:04:51	A Case Completed	23:04:58		23:05:05			23:40:13			

Personnel Assigned

Unit	Name
1116	Irrelevant
1130	
1506	
1522	

No Pre-Scheduled Information

Transports
No Transports

Comments

Date	Time	User	Type	Comments
09/01/2022	22:08:53	5MAXMAX	Response	[ProQA Dispatch] Dispatch Level: 26A08 (Other pain (non-OMEGA-level)) Response Text: 2CL Irrelevant Female, Conscious, Breathing. Problem Description: COLD SHIVERS - GROIN PAIN RADIATING DOWN LEG
09/01/2022	22:08:53	5MAXMAX	Response	[ProQA: Key Questions] 1. She is completely alert (responding appropriately). 2. She is breathing normally. 3. She is not bleeding (or vomiting blood). 4. She has other pain: GROIN DOWN LEG 5. Her primary problem is non-OMEGA-level pain as previously answered.
09/01/2022	22:10:36	5MAXMAX	Response	[ProQA: Key Questions] 1. She is completely alert (responding appropriately). 2. She is breathing normally. 3. She is not bleeding (or vomiting blood). 4. She has other pain: GROIN DOWN LEG 5. Her primary problem is non-OMEGA-level pain as previously answered.
09/01/2022	22:10:36	5MAXMAX	Response	[ProQA] : Irrelevant Female, Conscious, Breathing.
09/01/2022	22:36:12	1MATGAT	Response	Duplicate call appended to incident at 22:36:12
09/01/2022	22:36:40	1MATGAT	Response	[ProQA Reconfigure] Reconfigure Level: 26D01 (Not alert) Response Text: 1C Irrelevant Female, Conscious, Breathing, Problem Description: COLD SHIVERS - GROIN PAIN RADIATING DOWN LEG
09/01/2022	22:36:40	1MATGAT	Response	[ProQA: Key Questions] 1. She is not completely alert (not responding appropriately). 2. She is breathing normally. 3. She is not bleeding (or vomiting blood). 4. Her primary problem is non-OMEGA-level pain as previously answered.
09/01/2022	22:36:59	PS	Response	[Page] Dispatch page sent to Unit:1130, Sent From: KEDCADQASPI01

09/01/2022	22:37:02	1MATGAT	Response	[ProQA: Key Questions] 1. She is not completely alert (not responding appropriately). 2. She is not breathing normally. 3. She is not bleeding (or vomiting blood). 4. Her primary problem is non-OMEGA-level pain as previously answered.
09/01/2022	22:37:02	1MATGAT	Response	[ProQA] : Irrelevant , Female, Conscious, Breathing.
09/01/2022	22:37:08	PS	Response	[Page] Dispatch page to Unit:1130 complete to PIN Irrelevant Message sent successfully to Whisper
09/01/2022	22:37:24	1MATGAT	Response	[Notification] [QAS]-STARTED VOMITING - COLLAPSED BACKWARDS ALL WEAK AND DROWSY AND NOT RESPONDING CORRECTLY
09/01/2022	22:37:29	1MATGAT	Response	[Notification] [QAS]-RECONFIGURED
09/01/2022	22:37:42	1KIMADA	Response	COVID QUESTIONS?
09/01/2022	22:38:05	1MATGAT	Response	EIDS Tool Utilised CALLER ANSWERED NO TO ALL QUESTIONS
09/01/2022	22:38:10	1KIMADA	Response	DELAY IN DISPATCH THEN CASE UPGRADED AND DISPATCHED IMMEDIATELY
09/01/2022	22:39:12	PS	Response	[Page] Dispatch page sent to Unit:1506, Sent From: KEDCADQASPI01
09/01/2022	22:39:15	1MATGAT	Response	[ProQA Reconfigure] Reconfigure Level: 09D01 (INEFFECTIVE BREATHING) Response Text: 1A Irrelevant Female, Not Conscious, Not Breathing. Problem Description: COLD SHIVERS - GROIN PAIN RADIATING DOWN LEG
09/01/2022	22:39:15	1MATGAT	Response	[ProQA: Key Questions] 5. Arrested during interrogation – reconfigured to Protocol 9 6. A defibrillator (AED) is not available.
09/01/2022	22:39:19	PS	Response	[Page] Dispatch page to Unit:1506 complete to PIN Irrelevant Message sent successfully to Whisper
09/01/2022	22:39:29	1MATGAT	Response	[Notification] [QAS]-BLUE IN FACE
09/01/2022	22:40:21	1KIMADA	Response	1506 ACTIVATED AS SOON AS CASE WENT 1A AND CREW UPDATED
09/01/2022	22:42:14	1MATGAT	Response	[Notification] [QAS]-CPR in progress
09/01/2022	22:45:10	1MATGAT	Response	[ProQA: Key Questions] 5. Arrested during interrogation – reconfigured to Protocol 9 6. A defibrillator (AED) is not available.
09/01/2022	22:45:10	1MATGAT	Response	[ProQA] : Irrelevant Female, Not Conscious, Not Breathing.
09/01/2022	22:46:11	1KIMADA	Response	1506 CPR IN PROGRESS
09/01/2022	22:46:42	PS	Response	[Page] Dispatch page sent to Unit:1116, Sent From: KEDCADQASPI01
09/01/2022	22:46:53	PS	Response	[Page] Dispatch page to Unit:1116 complete to PIN Irrelevant Message sent successfully to Whisper
09/01/2022	22:46:54	PS	Response	[Page] Dispatch page to Unit:1116 complete to PIN Message sent successfully to Whisper
09/01/2022	22:49:34	1KIMADA	Response	1506 CONFIRMED CARDIAC ARRECT AND REQUESTED ANOTHER CREW CODE 1 - 1116 EN ROUTE TO STN AND ABOUT TO DRIVE PAST ASSIGNED - THEN SPOKE WITH OCS
09/01/2022	23:00:29	1RENYOU	Response	1506 ATTACH QPS PLEASE MAY NEED ASSIST TO EXTRICATE BUT ALSO MAY NEED THEIR ASSISTANCE IF WE NEED TO CALL THIS CASE
09/01/2022	23:01:17	1RENYOU	Response	1506 PLS ATTACH PRIORITY
09/01/2022	23:01:19	ICEMS	Response	POL-Q Urgent Request for Attendance sent for Incident Q22-A001411
09/01/2022	23:01:20	1KIMADA	Response	>POL-Q> (Urgent) QAS ARE ON SCENE CPR IN PROGRESS - REQ YOUR ASSISTANCE PRIORITY FOR ASSISTANCE AND IF QAS NEED TO CALL DECEASED
09/01/2022	23:03:19	1SHABUR	Response	MESSAGE LEFT FOR TVL SOS
09/01/2022	23:03:30	ICEMS	Response	The 'Request Attendance' has not been actioned by POL-Q. Please contact agency.
09/01/2022	23:03:50	1SHABUR	Response	TVL SOS UPDATED AND ATTENDING SCENE
09/01/2022	23:04:51	PS	Response	[Page] Dispatch page sent to Unit:1522, Sent From: KEDCADQASPI01
09/01/2022	23:05:00	PS	Response	[Page] Dispatch page to Unit:1522 complete to PIN Irrelevant Message sent successfully to Whisper
09/01/2022	23:05:58	ICEMS	Response	[AMB-Q] Sent error 55 - Message received after Operational Acceptance time
09/01/2022	23:07:52	ICEMS	Response	POL-Q EnRoute
09/01/2022	23:10:53	ICEMS	Response	POL-Q OnScene
09/01/2022	23:23:23	1SHABUR	Response	CPR STILL IN PROGRESS - ON CONSULT LINE - WILL CONTINUE UNTIL 40 MINS
09/01/2022	23:34:59	1RENYOU	Response	1116 ALL CREWS WILL BE CLEARING WILL NEED TO RETURN TO STN TO RESTOCK, REHYDRATE AND DEBRIEF. SIG 4 HERE
09/01/2022	23:36:44	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whisper
09/01/2022	23:36:48	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whisper
09/01/2022	23:40:12	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whisper
09/01/2022	23:40:20	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whisper
09/01/2022	23:40:46	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whisper
09/01/2022	23:49:34	1SHABUR	Response	[Page]Paging Group Notified: OpCen1 - TSV PSO, Sent From: PA105, Comment: Hi Irrelevant COULD YOU PLEASE CHECK YOUR EMAILS FOR A PSO
09/01/2022	23:49:44	PS	Response	ACTIVATION IN CURRAJONG, SIG 4. THANKS Irrelevant [Page] Page processing complete to PIN Irrelevant Message sent successfully to Whisper
10/01/2022	12:09:53	7SHECAR	Response	OPENED TO PULL AUDIO PER REGION 7 A/OCM Irrelevant - ?WRONG IDR

Priority Changes

Date	Time	Changed from	Priority	Reason	User
09/01/2022	22:36:40	2CL		Patient Condition	Irrelevant
09/01/2022	22:39:15	1C		Patient Condition	

Date	Time	Radio	Activity	Location	Comments	User
09/01/2022	22:05:03		No AML Data Received		No AML data received with this call	SDSIAML
09/01/2022	22:08:53		Incident in Waiting Queue			
09/01/2022	22:08:53		ANI/ALI Statistics		INT Insert:Jan 09 2022 22:05:00 / INT SendNP:Jan 09 2022 22:05:00 / WS RecvNP:Jan 09 2022 22:04:59 / WS Process:Jan 09 2022 22:08:53	5MAXMAX
09/01/2022	22:08:53		Read Comment		Comment for Incident 654 was Marked as Read.	5MAXMAX
09/01/2022	22:08:53		Incident in Waiting Queue			
09/01/2022	22:08:53		Waiting Pending Incident		Waiting Pending Incident Time Warning timer	

09/01/2022	22:08:53	Time Warning		expired	
09/01/2022	22:09:03	ProQA	Irrelevant	ProQA determinant sent	5MAXMAX
09/01/2022	22:09:03	Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
09/01/2022	22:09:10	Incident in Waiting Queue Timer Clear		Incident 654 was Marked as Read.	1RENYOU
09/01/2022	22:09:16	Read Incident		User clicked Exit/Save	1RENYOU
09/01/2022	22:10:38	UserAction		User clicked Exit/Save	5MAXMAX
09/01/2022	22:33:18	Read Comment		Comment for Incident 654 was Marked as Read.	1SHABUR
09/01/2022	22:35:28	AML Data Received	Irrelevant	AML data appended from duplicate call (Incident #15328790): Center of caller area HELI: -19 16.855800, 146 47.021400 ESCAD: #-19.28093/146.78369	SDSIAML
09/01/2022	22:35:55	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	22:36:12	Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	1MATGAT
09/01/2022	22:36:14	Read Comment		Comment for Incident 654 was Marked as Read.	1MATGAT
09/01/2022	22:36:40	Incident Priority Change		Incident priority changed from 2CL to 1C due to Patient Condition	1MATGAT
09/01/2022	22:36:40	ProQA	Irrelevant	ProQA determinant sent	1MATGAT
09/01/2022	22:36:41	Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
09/01/2022	22:36:41	Incident Late		Pending Incident Time Warning timer expired	
09/01/2022	22:36:41	Pending Incident Time Warning			
09/01/2022	22:36:46	Read Comment		Comment for Incident 654 was Marked as Read.	1KIMADA
09/01/2022	22:36:49	UserAction		User clicked Initial Assign	1KIMADA
09/01/2022	22:36:51	Initial Assignment		The following unit(s) is (are) recommended for assignment: 1506 (00:02:18),1116 (00:04:18)	1KIMADA
09/01/2022	22:36:51	Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
09/01/2022	22:36:54	Initial Assignment		The following unit(s) is (are) cleared from assignment: 1506	1KIMADA
09/01/2022	22:36:54	Initial Assignment		The following unit(s) is (are) cleared from assignment: 1116	1KIMADA
09/01/2022	22:36:57	VisiCAD Recommendation		1116: 00:04:18, 1130: 00:04:46, 1128: 00:07:47, 1109: 00:07:56, 1218: 00:08:16,	1KIMADA
09/01/2022	22:36:59	UserAction		User Accepted 1130	
09/01/2022	22:36:59	Initial Assignment		The following unit(s) is (are) recommended for assignment: 1130 (00:04:46)	1KIMADA
09/01/2022	22:36:59	1130 Dispatched	Irrelevant	Response Number (041411)	1KIMADA
09/01/2022	22:36:59	Incident Timer Clear		Incident Timer Cleared	
09/01/2022	22:37:25	UserAction		User clicked Exit/Save	1SUSHAL
09/01/2022	22:37:59	Incident Late	Irrelevant	Active incident marked as late	
09/01/2022	22:38:14	1130 Resp	Irrelevant	Responding From = 100 Angus Smith Dr [TUH (EMERGENCY DEPARTMENT)].	1KIMADA
09/01/2022	22:38:21	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	22:38:27	Read Comment		Comment for Incident 654 was Marked as Read.	1KIMADA
09/01/2022	22:38:36	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	22:39:13	1506 Dispatched	Irrelevant	Response Number: 041415;	1KIMADA
09/01/2022	22:39:15	Incident Priority Change		Incident priority changed from 1C to 1A due to Patient Condition	1MATGAT
09/01/2022	22:39:15	1130 Change Unit Priority		Change Unit Priority from 1C to 1A	1MATGAT
09/01/2022	22:39:15	1506 Change Unit Priority		Change Unit Priority from 1C to 1A	1MATGAT
09/01/2022	22:39:15	ProQA	Irrelevant	ProQA determinant sent	1MATGAT
09/01/2022	22:39:38	1506 Resp	Irrelevant	Responding From = 1(07) TOWNSVILLE CCP.	1KIMADA
09/01/2022	22:39:41	Read Comment		Comment for Incident 654 was Marked as Read.	1KIMADA
09/01/2022	22:40:04	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	22:41:42	Read Comment		Comment for Incident 654 was Marked as Read.	1KIMADA
09/01/2022	22:42:20	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	22:42:33	1506 At Scene	Irrelevant		1KIMADA
09/01/2022	22:42:54	Read Comment		Comment for Incident 654 was Marked as Read.	1MATGAT
09/01/2022	22:45:02	1130 At Scene			1KIMADA
09/01/2022	22:45:26	UserAction		User clicked Exit/Save	1SHEDAW
09/01/2022	22:45:27	Read Comment		Comment for Incident 654 was Marked as Read.	1SHABUR
09/01/2022	22:45:44	UserAction		User clicked Exit/Save	1MATGAT
09/01/2022	22:46:42	1116 Dispatched	Irrelevant	Response Number: 041422;	1KIMADA
09/01/2022	22:46:47	1116 Resp	Irrelevant	Responding From = 6 Torrens St.	1KIMADA
09/01/2022	22:46:55	Read Comment		Comment for Incident 654 was Marked as Read.	1KIMADA
09/01/2022	22:47:02	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	22:48:08	1116 At Scene	Irrelevant		1KIMADA
09/01/2022	22:48:13	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	22:50:05	Read Comment		Comment for Incident 654 was Marked as Read.	1SHABUR
09/01/2022	22:51:58	UserAction		User clicked Exit/Save	1ANDJON
09/01/2022	22:57:47	Premise History Access		Premise History Viewed	1SUSHAL
09/01/2022	22:57:59	UserAction		User clicked Exit/Save	1SUSHAL
09/01/2022	22:58:29	UserAction		User clicked Exit/Save	1RENYOU
09/01/2022	23:01:19	[ICEMS]		[ICEMS] Sent Urgent Incident Attendance to POL-Q : Incident Q22-A001411	ICEMS
09/01/2022	23:01:32	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	23:03:30	[ICEMS]		The 'Request Attendance' has not been actioned by POL-Q. Please contact agency.	ICEMS
09/01/2022	23:04:02	[ICEMS]		[ICEMS] Error message 'The 'Request Attendance' has not been actioned by POL-Q. Please contact agency.' has been marked as read	KA
09/01/2022	23:04:21	Read Comment		Comment for Incident 654 was Marked as Read.	1KIMADA
09/01/2022	23:04:38	UserAction		User clicked Exit/Save	1RENYOU
09/01/2022	23:04:51	UserAction		User clicked Exit/Save	1KIMADA
09/01/2022	23:04:51	1522 Dispatched	Irrelevant	Response Number: 041455;	1SHABUR
09/01/2022	23:04:51	[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A001411, Status: OnScene	ICEMS
09/01/2022	23:04:58	1522 Resp		Responding From = 1(03) TSV LASN HEADQUARTERS.	1SHABUR
09/01/2022	23:05:05	1522 At Scene			1SHABUR
09/01/2022	23:05:58	[ICEMS]		[ICEMS] Sent Error to AMB-Q: 55-Message	ICEMS

09/01/2022	23:06:05	[ICEMS]		received after Operational Acceptance time
09/01/2022	23:06:11	[ICEMS]		[ICEMS] Received Resource Status Query from ICEMS POL-Q for Incident Q22-A001411
09/01/2022	23:06:18	[ICEMS]		[ICEMS] Received Resource Status Update from ICEMS POL-Q for Incident Q22-A001411, Resource Status: WillAttend
09/01/2022	23:07:52	[ICEMS]		[ICEMS] Received Resource Status Query from ICEMS POL-Q for Incident Q22-A001411
09/01/2022	23:09:50	Read Comment		[ICEMS] Received Resource Status Update from ICEMS POL-Q for Incident Q22-A001411, Resource Status: EnRoute
09/01/2022	23:10:03	UserAction		Comment for Incident 654 was Marked as Read. 1KIMADA
09/01/2022	23:10:53	[ICEMS]		User clicked Exit/Save 1KIMADA
09/01/2022	23:16:03	Read Comment		[ICEMS] Received Resource Status Update from ICEMS POL-Q for Incident Q22-A001411, Resource Status: OnScene
09/01/2022	23:16:07	UserAction		Comment for Incident 654 was Marked as Read. 1ANDJON
09/01/2022	23:19:13	UserAction		User clicked Exit/Save 1ANDJON
09/01/2022	23:22:39	UserAction		User clicked Exit/Save 1RENYOU
09/01/2022	23:23:28	UserAction		User clicked Exit/Save 1MATGAT
09/01/2022	23:24:02	Read Comment		User clicked Exit/Save 1MATGAT
09/01/2022	23:24:08	UserAction		Comment for Incident 654 was Marked as Read. 1MATGAT
09/01/2022	23:26:31	UserAction		User clicked Exit/Save 1MATGAT
09/01/2022	23:27:01	UserAction		User clicked Exit/Save 1RENYOU
09/01/2022	23:32:41	UserAction		User clicked Exit/Save 1SUSHAL
09/01/2022	23:35:02	Read Comment		User clicked Exit/Save 1ANDJON
09/01/2022	23:36:34	1116 Available	Irrelevant	Comment for Incident 654 was Marked as Read. 1RENYOU
09/01/2022	23:36:34	1116 Disposition		1RENYOU
09/01/2022	23:37:41	UserAction		A Case Completed 1RENYOU
09/01/2022	23:40:04	1506 Available		User clicked Exit/Save 1RENYOU
09/01/2022	23:40:04	1506 Disposition		1RENYOU
09/01/2022	23:40:13	1522 Available		A Case Completed 1RENYOU
09/01/2022	23:40:13	1522 Disposition		1RENYOU
09/01/2022	23:40:35	1130 Available		A Case Completed 1RENYOU
09/01/2022	23:40:35	1130 Disposition		1RENYOU
09/01/2022	23:40:35	1130 Response Closed		A Case Completed Response Disposition: A Case Completed 1RENYOU
09/01/2022	23:40:35	[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-A001411, Status: Closed ICEMS
09/01/2022	23:40:58	Read Comment		Comment for Incident 654 was Marked as Read. 1SHABUR
09/01/2022	23:49:37	UserAction		User clicked Exit/Save 1SHABUR
10/01/2022	12:07:59	Read Comment		Comment for Incident 654 was Marked as Read. 7SHECAR
10/01/2022	12:29:51	UserAction		User clicked Exit/Save 7SHECAR

Irrelevant

Chg Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
09/01/2022	22:05:02	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:28	City	KIRWAN	CURRAJONG	Updated City	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:28	City	KIRWAN	CURRAJONG	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:34	Address	(Blank)	Irrelevant	New Entry	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Jurisdiction		1 Townsville Coastal	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Division		1 Townsville	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Battalion		1 Townsville	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Response_Area		1 Townsville	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Primary_TAC_Channel		VOTING GRP 223	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Address		Irrelevant	Entry Selected/Returned from GeoLocator	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Latitude	0	70718791	Entry Selected/Returned from GeoLocator	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:05:37	Longitude	0	33215006	Entry Selected/Returned from GeoLocator	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:06:22	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:06:23	Caller_Name		Irrelevant	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:06:25	ProQaCaseNumber		18254654	(Response Viewer)	Incident	QA526	5MAXMAX
09/01/2022	22:08:53	Problem		SICK PERSON OTHER PAIN	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:08:53	Response_Plan		LARU	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:08:53	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:08:53	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:08:53	Incident_Type		LARU	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:08:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:08:53	Priority_Number	0	50	Updated by ProQA	Response_Master_Incident	QA526	5MAXMAX
09/01/2022	22:08:53	Determinant		26A08	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX

09/01/2022 08:53	EMD_Used	0	1	Viewer) (Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022 08:53	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022 08:54	Pickup_Map_Info	(Blank)	TVL45F1		Response_Transports	KEDCADQASCXA185	MAXMAX
09/01/2022 08:54	Map_Info		TVL45F1		Response_Master_Incident	KEDCADQASCXA185	MAXMAX
09/01/2022 09:10	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA107	1RENYOU
09/01/2022 10:29	Caller_Name	Irrelevant	PT's HUSBAND	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022 10:36	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	QA526	5MAXMAX
09/01/2022 10:36	ProQATerminationStateCode		C	(Response Viewer)	Incident	QA526	5MAXMAX
09/01/2022 33:18	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
09/01/2022 36:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	Priority_Description	2CL	1C	Patient Condition	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	Priority_Number	50	3	Patient Condition	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	Response_Plan	LARU	Acute	Updated by ProQA	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	Incident_Type	LARU	ACUTE	Updated by ProQA	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	Certification_Level	Clinical Hub	ACUTE	Updated by ProQA	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	Problem	SICK PERSON OTHER PAIN	SICK PERSON NOT ALERT	Updated by ProQA	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	Determinant	26A08	26D01	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 36:40	ProQATerminationStateCode	C		(Response Viewer)	Incident	PA102	1MATGAT
09/01/2022 36:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1KIMADA
09/01/2022 38:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1KIMADA
09/01/2022 39:15	Priority_Description	1C	1A	Patient Condition	Response_Master_Incident	PA102	1MATGAT
09/01/2022 39:15	Priority_Number	3	1	Patient Condition	Response_Master_Incident	PA102	1MATGAT
09/01/2022 39:15	Current_UnitRespPriorityDesc	1130: 1C	1A	Patient Condition	Response_Vehicles_Assigned	PA102	1MATGAT
09/01/2022 39:15	Current_UnitRespPriorityDesc	1506: 1C	1A	Patient Condition	Response_Vehicles_Assigned	PA102	1MATGAT
09/01/2022 39:15	Response_Plan	Acute	1A	Updated by ProQA	Response_Master_Incident	PA102	1MATGAT
09/01/2022 39:15	Incident_Type	ACUTE	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	PA102	1MATGAT
09/01/2022 39:15	Problem	SICK PERSON NOT ALERT	INEFFECTIVE BREATHING	Updated by ProQA	Response_Master_Incident	PA102	1MATGAT
09/01/2022 39:15	Determinant	26D01	09D01	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 39:15	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 39:15	ProQATerminationStateCode	C		(Response Viewer)	Incident	PA102	1MATGAT
09/01/2022 39:41	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1KIMADA
09/01/2022 41:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1KIMADA
09/01/2022 42:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 45:10	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 45:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
09/01/2022 46:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1KIMADA
09/01/2022 50:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
09/01/2022 23:04:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1KIMADA
09/01/2022 23:09:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA108	1KIMADA
09/01/2022 23:16:03	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA104	1ANDJON
09/01/2022 23:24:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA102	1MATGAT
09/01/2022 23:35:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA107	1RENYOU
09/01/2022 23:40:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA105	1SHABUR
10/01/2022 12:07:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7SHECAR

DOH DISCLOSURE LOG

Significant Incident Review Template Version 1.0 July 2020

Central Queensland Local Ambulance Service Network

Authority:

By authority of Central Region Assistant Commissioner, Robbie Medlin as per OP04.0 the State LASN Operations Procedure: Operational Incident Review Process and endorsed by the Commissioner to provide an incident report following a significant event.

Executive Summary:

Queensland Ambulance Service, Rockhampton Operations Centre received a call for service via Triple Zero (000) for an incident at Frenchville, where the caller reported that a 2 year old male was reported to be not breathing.

The address was obtained, however was entered incorrectly. The EMD has not asked the caller to repeat the address in full, once selected in CAD. The caller provided the address as **Irrelevant** Frenchville, Rockhampton but the address selected was **Irrelevant** **Irrelevant** Kolonga.

During the call the geo verification error has been identified by the EMD and corrected. The Gin Gin units have been cancelled and 3 Rockhampton units have been dispatched. One of the Rockhampton crews was a CCP crew. This geo verification error has produced a 4min 21 sec delay.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 15369096. The review will examine ambulance operations prior to, during and following the response. This review will include all requirements outlined in the *Operational Incident Review Process*.

LASN Clinical Incident Summary Report:

A regional clinical audit is currently underway. This audit is being conducted via **Irrelevant** **Irrelevant** (CCP). This eclipse audit will be added as soon as completed.

A cold debrief is planned for Monday 24/01/2022 at 09:00hrs.

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

State OpCen ProQA:

One Triple Zero (000) call was received for this incident and it was reviewed utilising AQUA. The initial Triple Zero (000) call, taken in Rockhampton OpCen, was found to be **Non-Compliant**

Critical Deviations

- 1 x Failed to move to more appropriate protocol
- 3 x Followed incorrect DLS Link

Major Deviations

- 1 x Case Entry Question Omission
- 1 x Fast Track used Incorrectly
- 1 x Pre-Arrival Instructions (Major)

Moderate Deviations

- 2 x Calming Techniques not used
- 1 x Key Question asked Incorrectly

Minor Deviations

- 1 x Customer Service Deviation

The calltaking process and protocols in place with QAS have a number of steps in them to mitigate risks. In this call, the EMD has not been process driven. Aspects in geo-verification and utilisation of AML, aspects that support the process appear not to have been utilised. Aspects of the calltaking where addresses are confirmed at PD1a, but were not in this instance, did not allow the address error to be discovered by the EMD.

The EMD has not tried to establish "exactly what happened" as part of CE Q3 and in not doing so, did not learn about the circumstances surrounding the event to allow for a better protocol selection.

Aspects of the call where the age of the patient had not been selected correctly, caused some issues in the correct pathway in PAIs. While the EMD corrected this in the Compressions and Monitor Tool, the information was not corrected in the Case Entry or PAI section of the protocol.

The notes placed on the incident seemed to be lacking in advising the dispatcher/OCS/responders of the changing call circumstances.

The incident was created as a QAS Code 1A (Lights and Sirens response).

As the call progressed, in the absence of the EMD asking "exactly what happened", the nature of the incident was becoming clear. The desired action is that the EMD change protocol to suit the new information. This would have placed the EMD in the right location to ask the better Key Questions and be in the appropriate DLS/PAIs.

Queensland Ambulance Service: Operational Incident Reporting

The EMD also, in the absence of selecting the alternate protocol, could have selected the appropriate PAIs utilising the Target Tool.

Incident Review/Investigation:

Scope

- This report documents the significant incident review into case 15369096. The review will examine ambulance operations prior to, during and following the response.

Timeline

- 1st Key Stroke: 19:05pm
- In waiting queue: 19:06pm
- First unit dispatched
 - Gin Gin Unit - 19:06pm
- Gin Gin units cancelled 19:11pm
- First unit dispatched
 - Rockhampton Unit B186 19:11pm
- Second Unit Dispatched:
 - Rockhampton Unit B190 19:12pm
- Third Unit dispatched
 - Rockhampton Unit A 109 19:16pm
- First Unit Enroute:
 - Rockhampton Unit B186 19:12pm
- Second Unit Enroute:
 - Rockhampton Unit B190 19:13pm
- Third Unit Enroute
 - Rockhampton Unit A 109 19:20pm
- First unit on scene:
 - Rockhampton Unit B186 19:20pm
- Second unit on scene:
 - Rockhampton Unit B190 19:20pm
- Third Unit on scene
 - Rockhampton Unit A109 19:24pm
- Departed Scene 19:56pm

Timings;

Call received to IWIQ	1min 13sec
IWIQ to first Unit Assigned	1min 45sec
Call received to On Scene	15min 4sec

Review

- There was a Geo Verification error.

Outcomes

- One ^{Irrelevant} male patient transported Code One to Rockhampton Hospital in cardiac arrest. ROSC was obtained approx. 2 mins from hospital.

Queensland Ambulance Service: Operational Incident Reporting

Post OIRR actions

- CQ LASN Peer Support advised of case and requested to follow up with officers
- Contacted Maroochydore OCS.
- OCS has had a conversation with EMD about this case.
- Support and advice have been offered to EMD.
- OCM Notified -1950.
- Notification to the AC Central Region of a Geo Verification error.
- OCM called to OpCen to talk to OCS and EMD. EMD was on a break from the room.
- State SOS notified at 20:02hrs.
- Call from **Irrelevant** Wednesday 19/01/2022.
- OCM called and spoken to EMD **Irrelevant** Wednesday 19/01/2022.

Review Recommendations:

- PDO conversation
- Re- training with identified errors

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Daily OpCen report & Nightshift Sick Report;
- Incident Detail Report (IDR);
- iROAM screen captures;
- Electronic Ambulance Report Form (eARF)
- Notification of the Priority One Counsellor; and
- Workforce planning rosters for the Eastern area
- Audio Tapes of the call
- Incident Performance Review
- Incident sequence
- Special Review Comments
- Incident timeline

File Location

X:\EMO\Significant events and case investigations\2022\Rockhampton OpCen\18012022 - 15369096 **Irrelevant**

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Central Region Endorsement

Name	Position	Signature	Date
Warren Kellett	A/OCM Director	Irrelevant	21/01/2022
Robbie Medlin	Assistant Commissioner		21/01/2022

DOH DISCLOSURE LOG

Incident Detail Report

Data Source: QACIR
 Incident Status: Closed
 Incident number: 15369096
 ProQA number: 18297843
 Console name: PA265
 Incident Date: 18/01/2022 19:05:12
 Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	Alarm Level:	NIL BREATHING
Priority:	1A	Problem:	QAS
Determinant:	09E01	Agency:	2 South East
Base Response#:	082263	Jurisdiction:	2 Rockhampton North
Confirmation#:	00070384	Division:	2 Rockhampton North
Taken By:	Irrelevant	Battalion:	1A
Response Area:	2 Rockhampton North	Response Plan:	VHF Ch 29/UHF Ch 13 MT ARCHER
Disposition:	A Case Completed	Command Ch:	
Cancel Reason:		Primary TAC:	
Incident Status:	Closed	Secondary TAC:	
Certification:	ACUTE	Delay Reason (if any):	
Longitude:	29469238	Latitude:	66654658
Patient Name:		Patient DOB:	

Incident Location

Location Name:	Irrelevant	County:	ROCKHAMPTON
Address:		Location Type:	
Apartment:		Cross Street:	Not less 1km/WATERLOO ST
Building:		Map Reference:	ROCK8N1
City, State, Zip:	FRENCHVILLE QLD 4701		

Call Receipt

Caller Name:	Irrelevant	Original CLI Phone:	Irrelevant
Method Received:		Call Back Phone:	
Caller Type:		Caller Location:	

Time Stamps

Description	Date	Time	User	Elapsed Times	Description	Time
Phone Pickup	18/01/2022	19:05:12				
1st Key Stroke	18/01/2022	19:05:12			Received to In Queue	00:01:15
In Waiting Queue	18/01/2022	19:06:27			Call Taking	00:19:00
Call Taking Complete	18/01/2022	19:24:12	Irrelevant		In Queue to 1st Assign	00:00:30
1st Unit Assigned	18/01/2022	19:06:57			Call Received to 1st Assign	00:01:45
1st Unit Enroute	18/01/2022	19:07:31			Assigned to 1st Enroute	00:00:34
1st Unit Arrived	18/01/2022	19:20:16			Enroute to 1st Arrived	00:12:45.4
Closed	18/01/2022	22:16:18	Irrelevant		Incident Duration	03:11:06

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B4406	19:06:57	Cancel En Route	19:07:31					19:11:51			Backup Not Required
B4411	19:07:01	Cancel En Route	19:07:32					19:12:14			Assigned In Error
B2186	19:11:17	A Case Completed	19:12:36		19:20:16			21:44:55			
B2190	19:12:19	A Case Completed	19:13:45		19:20:21			20:55:06			
A2109	19:16:40	A Case Completed	19:20:25		19:24:47			22:16:18			

Personnel Assigned

Unit	Name
2109	Irrelevant
2186	
2190	
4406	
4411	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
2186	RH (A&E) 2 Canning St		Off Stretcher	Pre Hosp - patient condition	0.0/0.0/0.0	19:56:41	20:03:51	21:44:55
2190	RH (A&E) 2 Canning St		Off Stretcher	Pre Hosp - patient condition	0.0/0.0/0.0	19:58:10	20:07:43	20:55:06
2109	RH (A&E) 2 Canning St		Off Stretcher	Pre Hosp - patient condition	0.0/0.0/0.0	20:04:22	20:04:32	22:16:18

Comments

Date	Time	User	Type	Comments
18/01/2022	19:06:27	2MORPLA	Response	[ProQA Dispatch] Dispatch Level: 09E01 (Not breathing at all) Response Text: 1A Age unknown, Gender unknown, Not Conscious, Not Breathing. Problem Description: Obviously NOT BREATHING & Unconscious (non-traum)
18/01/2022	19:06:27	2MORPLA	Response	[ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred.
18/01/2022	19:06:33	2MORPLA	Response	[ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred. 2. A defibrillator (AED) is not available.

Date	Time	Radio	Activity	Location	Comments	User
18/01/2022	19:06:33	2MORPLA	Response		[ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing, DOH-RTI-3907	
18/01/2022	19:06:38	2MORPLA	Response		[Notification] [QAS]-PROQA URGENT MESSAGE: Age-range update: Irrelevant	
18/01/2022	19:06:57	PS	Response		[Page] Dispatch page sent to Unit:4406, Sent From: KEDCADQASPIS01	
18/01/2022	19:07:01	PS	Response		[Page] Dispatch page sent to Unit:4411, Sent From: KEDCADQASPIS01	
18/01/2022	19:07:06	PS	Response		[Page] Dispatch page to Unit:4406 complete to PIN Irrelevant	
18/01/2022	19:07:07	PS	Response		Message sent successfully to Whisper [Page] Dispatch page to Unit:4406 complete to PIN Irrelevant	
18/01/2022	19:07:08	PS	Response		Message sent successfully to Whisper [Page] Dispatch page to Unit:4411 complete to PIN Irrelevant	
18/01/2022	19:07:10	PS	Response		Message sent successfully to Whisper [Page] Dispatch page to Unit:4411 complete to PIN Irrelevant	
18/01/2022	19:08:32	4MATURQ	Response		Message sent successfully to Whisper [Private] ANY Pt AGE WHEN YOU CAN THANKS	
18/01/2022	19:08:34	2MORPLA	Response		2YOM	
18/01/2022	19:08:38	2MORPLA	Response		CPR in progress	
18/01/2022	19:08:42	4ERIBOL	Response		ANY DETAILS??	
18/01/2022	19:10:12	4ERIBOL	Response		AMANDA IN RSQ AWARE	
18/01/2022	19:10:49	PS	Response		[Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	19:10:49	PS	Response		successfully to Whisper [Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	19:10:50	PS	Response		successfully to Whisper [Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	19:10:52	2MORPLA	Response		INCORRECT VERIFIED	
18/01/2022	19:10:53	PS	Response		[Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	19:11:14	4ERIBOL	Response		CONFIRMING CORRECT ADDRESS	
18/01/2022	19:11:17	PS	Response		[Page] Dispatch page sent to Unit:2186, Sent From: KEDCADQASPIS01	
18/01/2022	19:11:25	PS	Response		[Page] Dispatch page to Unit:2186 complete to PIN Irrelevant	
18/01/2022	19:11:27	PS	Response		Message sent successfully to Whisper [Page] Dispatch page to Unit:2186 complete to PIN Irrelevant	
18/01/2022	19:12:00	4ERIBOL	Response		Message sent successfully to Whisper REGION 2 CONFIMRED CORRECTLY GEOVERIID NOW.3	
18/01/2022	19:12:01	PS	Response		[Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	19:12:01	PS	Response		successfully to Whisper [Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	19:12:19	PS	Response		successfully to Whisper [Page] Dispatch page sent to Unit:2190, Sent From: KEDCADQASPIS01	
18/01/2022	19:12:23	PS	Response		[Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	19:12:30	PS	Response		successfully to Whisper [Page] Dispatch page to Unit:2190 complete to PIN Irrelevant	
18/01/2022	19:12:33	PS	Response		Message sent successfully to Whisper [Page] Dispatch page to Unit:2190 complete to PIN Irrelevant	
18/01/2022	19:12:52	8AMAMIL	Response		Message sent successfully to Whisper SZCC ADV OF CASE AWAIT FURTHER DEATILS	
18/01/2022	19:13:41	2MORPLA	Response		HOUSE IS LOCKED - MOTHER WILL RUN TO OPEN DOOR WHEN CREW IS AT ADDRESS	
18/01/2022	19:14:21	2MORPLA	Response		MOTHER HAS GOOD CPR RATE	
18/01/2022	19:14:35	2MORPLA	Response		BLOOD COMING OUT OF NOSE	
18/01/2022	19:14:55	2MORPLA	Response		PT IS GOPING BLUE	
18/01/2022	19:15:44	2MORPLA	Response		PT WAS CHOKING EARLIER - MOTHER HAS BEEN CLEANING HIS MOUTH OUT EVERYTIME SOMETHING COMES UP	
18/01/2022	19:16:41	PS	Response		[Page] Dispatch page sent to Unit:2109, Sent From: KEDCADQASPIS01	
18/01/2022	19:16:48	PS	Response		[Page] Dispatch page to Unit:2109 complete to PIN Irrelevant	
18/01/2022	19:16:49	PS	Response		Message sent successfully to Whisper [Page] Dispatch page to Unit:2109 complete to PIN Irrelevant	
18/01/2022	19:19:03	2MORPLA	Response		Message sent successfully to Whisper MOTHER IS CLEANING FOOD OUT OF HIS MOUTH.	
18/01/2022	19:20:27	2MORPLA	Response		MORE VOMIT FROM THE MOUTH	
18/01/2022	19:20:31	2MORPLA	Response		MOTHER RUNNING TO DOOR NOW	
18/01/2022	19:21:31	2LORFAU	Response		2109 CCP PROCEEDING AS SINGLE OFFICER IN THIS UNIT	
18/01/2022	19:21:36	2MORPLA	Response		[ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred. 2. A defibrillator (AED) is not available.	
18/01/2022	19:21:36	2MORPLA	Response		[ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing.	
18/01/2022	19:23:13	2MORPLA	Response		EMD MP INCORRECT VERIFIED ADDRESS - WAS PICKED UP AND ADVISED DISPATCHER OF JOB LOCATION WHILE TRYING TO REVERIFY ADDRESS - - CPR INSTRUCTIONS HAD BEEN GIVEN TO CALLER WHILE GEO VERIFYING ADDRESS.	
18/01/2022	19:26:57	2LORFAU	Response		2109 Irrelevant M CPR IN PROGRESS	
18/01/2022	19:38:42	2LORFAU	Response		2109 CPR STILL IN PROGRESS	
18/01/2022	19:56:35	2LORFAU	Response		2186 Irrelevant M HOT TO RH	
18/01/2022	19:57:13	2LORFAU	Response		Irrelevant was removed from the incident 18/01/2022 19:57:13.	
18/01/2022	19:57:13	2LORFAU	Response		was added to the incident 18/01/2022 19:57:13.	
18/01/2022	19:57:50	2LORFAU	Response		2109 PARENTS BEING TX IN THIS UNIT TO RH	
18/01/2022	19:58:06	2LORFAU	Response		2190 CORRECTION TX PTS	
18/01/2022	20:38:04	2LORFAU	Response		2186 ROSC ENROUTE TO RH - DOWN TIME WAS VERY LONG	
18/01/2022	20:39:02	2LORFAU	Response		[Page] Units: 2109, Sent From: PA263, GARY CONSULT LINE PH: Irrelevant	
18/01/2022	20:55:19	PS	Response		[Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	20:59:15	2LORFAU	Response		successfully to Whisper Irrelevant was removed from the incident 18/01/2022 20:59:15.	
18/01/2022	20:59:15	2LORFAU	Response		was added to the incident 18/01/2022 20:59:15.	
18/01/2022	21:45:23	PS	Response		[Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	22:16:28	PS	Response		successfully to Whisper [Page] Page processing complete to PIN Irrelevant	Message sent
18/01/2022	22:16:29	PS	Response		successfully to Whisper [Page] Page processing complete to PIN Irrelevant	Message sent

Priority Changes
No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
18/01/2022	19:05:13		AML Data Received		Center of caller area HELI: -23 20.703600, 150	SDSIAML

18/01/2022	19:06:27		Incident in Waiting Queue						
18/01/2022	19:06:27		ANI/ALI Statistics						INT Inset:Jan 18 2022 19:05:10 / INT 2MORPLA
									SendNP:Jan 18 2022 19:05:10 / WS
									RecvNP:Jan 18 2022 19:05:10 / WS
									Process:Jan 18 2022 19:06:27
18/01/2022	19:06:27		Waiting Pending Incident						Waiting Pending Incident Time Warning timer expired
18/01/2022	19:06:28		Read Comment						Comment for Incident 843 was Marked as Read. 2MORPLA
18/01/2022	19:06:28		ProQA		Irrelevant				ProQA determinant sent 2MORPLA
18/01/2022	19:06:37		Remove Waiting Pending						Removing Waiting Pending Incident Time
			Incident Warning						Warning timer expired
18/01/2022	19:06:37		Incident in Waiting Queue						
			Timer Clear						
18/01/2022	19:06:38		ProQA Notify Comment						PROQA URGENT MESSAGE: Age-range update: Irrelevant 2MORPLA
18/01/2022	19:06:57	4406	Dispatched		Irrelevant				Response Number (082263) 4LYNMCG
18/01/2022	19:06:57		Read Incident						Incident 843 was Marked as Read. 4LYNMCG
18/01/2022	19:07:01	4411	Dispatched		Irrelevant				Response Number (082264) 4LYNMCG
18/01/2022	19:07:12		Read Comment						Comment for Incident 843 was Marked as Read. 4MATURQ
18/01/2022	19:07:29	4406	Calculate Vehicle ETA	361 Horsecamp Rd					ETA to Scene Address Irrelevant 4MATURQ
									KOLONGA is 00:49:27
18/01/2022	19:07:29	4411	Calculate Vehicle ETA	TIRROAN RD\ENGLISH ST					ETA to Scene Address Irrelevant 4MATURQ
									KOLONGA is 00:29:55
18/01/2022	19:07:31	4406	Resp		Irrelevant				Responding From = 361 Horsecamp Rd 4LYNMCG
18/01/2022	19:07:32	4411	Resp						Responding From = TIRROAN RDIENGLISH ST 4LYNMCG
18/01/2022	19:07:44		UserAction						User clicked Exit/Save 4LYNMCG
18/01/2022	19:09:34		Read Comment						Comment for Incident 843 was Marked as Read. 8AMAMIL
18/01/2022	19:09:48		UserAction						User clicked Exit/Save 4MATURQ
18/01/2022	19:10:19		Read Comment						Comment for Incident 843 was Marked as Read. 8AMAMIL
18/01/2022	19:10:37		Update Incident Sector						Incident 843 was transferred To Sector 2 South 2MORPLA
									East
18/01/2022	19:10:39		Sector Change						From Sector 4WBB to Sector 2SE 2MORPLA
18/01/2022	19:10:39		Update Incident Sector						Incident 843 was transferred To Sector 2 South 2MORPLA
									East
18/01/2022	19:10:54		Read Comment						Comment for Incident 843 was Marked as Read. 2LORFAU
18/01/2022	19:10:56		UserAction						User clicked Exit/Save 4DENBOY
18/01/2022	19:11:17	2186	Dispatched		Irrelevant				Response Number: 082292; 2LORFAU
18/01/2022	19:11:25		Read Comment						Comment for Incident 843 was Marked as Read. 2JODODE
18/01/2022	19:11:25		Read Comment						Comment for Incident 843 was Marked as Read. 2JODODE
18/01/2022	19:11:34		Read Comment						Comment for Incident 843 was Marked as Read. 4LYNMCG
18/01/2022	19:11:45		UserAction						User clicked Exit/Save 4LYNMCG
18/01/2022	19:11:51	4406	ReAssign Vehicle		Irrelevant				ReAssign Reason: Backup Not Required 4LYNMCG
18/01/2022	19:11:51		ReAssign Response						Clearing Primary Vehicle Flag 4LYNMCG
18/01/2022	19:11:58		UserAction						User clicked Exit/Save 2JODODE
18/01/2022	19:12:01		Remove Waiting Pending						Removing Waiting Pending Incident Time
			Incident Warning						Warning timer expired
18/01/2022	19:12:05		Read Comment						Comment for Incident 843 was Marked as Read. 2JODODE
18/01/2022	19:12:07		UserAction						User clicked Exit/Save 4ERIBOL
18/01/2022	19:12:14	4411	ReAssign Vehicle		Irrelevant				ReAssign Reason: Assigned In Error 4LYNMCG
18/01/2022	19:12:14		ReAssign Response						Clearing Primary Vehicle Flag 4LYNMCG
18/01/2022	19:12:18		Incident Late		Irrelevant				Active incident marked as late
18/01/2022	19:12:19	2190	Dispatched						Response Number: 082297; 2LORFAU
18/01/2022	19:12:19		Incident Late						Active incident marked as late
18/01/2022	19:12:25		Remove Waiting Pending						Removing Waiting Pending Incident Time
			Incident Warning						Warning timer expired
18/01/2022	19:12:36	2186	Resp		Irrelevant				Responding From = 2(004) ROCKHAMPTON SOUTH. 2LORFAU
18/01/2022	19:13:11		UserAction						User clicked Exit/Save 8AMAMIL
18/01/2022	19:13:19		Incident Late		Irrelevant				Active incident marked as late
18/01/2022	19:13:45	2190	Resp						Responding From = 2(005) ROCKHAMPTON NORTH. 2LORFAU
18/01/2022	19:14:35		UserAction						User clicked Exit/Save 4MATURQ
18/01/2022	19:14:38		Premise History Access						Premise History Viewed 2JODODE
18/01/2022	19:14:48		Read Comment						Comment for Incident 843 was Marked as Read. 8AMAMIL
18/01/2022	19:16:14	2186	Calculate Vehicle ETA	2(004) ROCKHAMPTON SOUTH					ETA to Scene Address Irrelevant 8AMAMIL
									FRENCHVILLE is 00:05:03
18/01/2022	19:16:14	2190	Calculate Vehicle ETA	YAAMBA RD\YEPPOON RD					ETA to Scene Address Irrelevant 8AMAMIL
									FRENCHVILLE is 00:03:27
18/01/2022	19:16:40	2109	Dispatched		Irrelevant				Response Number: 082324; 2LORFAU
18/01/2022	19:17:05		Read Comment						Comment for Incident 843 was Marked as Read. 8AMAMIL
18/01/2022	19:20:16	2186	At Scene		Irrelevant				2LORFAU
18/01/2022	19:20:21	2190	At Scene						2LORFAU
18/01/2022	19:20:25	2109	Resp						Responding From = CANNING ST\VOSS ST. 2LORFAU
18/01/2022	19:20:29		Read Comment						Comment for Incident 843 was Marked as Read. 2LORFAU
18/01/2022	19:20:59		UserAction						User clicked Exit/Save 2LORFAU
18/01/2022	19:24:12		UserAction						User clicked Exit/Save 2MORPLA
18/01/2022	19:24:38		Read Comment						Comment for Incident 843 was Marked as Read. 8AMAMIL
18/01/2022	19:24:47	2109	At Scene		Irrelevant				2LORFAU
18/01/2022	19:25:45		UserAction						User clicked Exit/Save 2CARJAM
18/01/2022	19:27:22		UserAction						User clicked Exit/Save 2JODODE
18/01/2022	19:29:55		Read Comment						Comment for Incident 843 was Marked as Read. 2CARJAM
18/01/2022	19:30:02		UserAction						User clicked Exit/Save 2CARJAM
18/01/2022	19:39:12		Premise History Access						Premise History Viewed 2LORFAU
18/01/2022	19:44:08		UserAction						User clicked Exit/Save 2LORFAU
18/01/2022	19:44:31		Read Comment						Comment for Incident 843 was Marked as Read. 2LORFAU
18/01/2022	19:47:04		UserAction						User clicked Exit/Save 2LORFAU
18/01/2022	19:55:30		Premise History Access						Premise History Viewed 2LORFAU
18/01/2022	19:56:37		Read Comment						Comment for Incident 843 was Marked as Read. 2JODODE
18/01/2022	19:56:41	2186	Dep	RH (A&E)					2LORFAU
18/01/2022	19:56:48	2186	Change Transport	2 Canning St					2LORFAU
			Destination						
18/01/2022	19:56:48	2186	Change Transport Priority		Irrelevant				Transport Priority Changed from: Cold to Hot. 2LORFAU
18/01/2022	19:56:51		UserAction						User clicked Exit/Save 2CARJAM
18/01/2022	19:58:10	2190	Dep	RH (A&E)					2LORFAU

18/01/2022	20:03:51	2186	Dest	2 Canning St [RH (A&E)]	DOH RTI 3907	2LORFAU
18/01/2022	20:03:51	2186	Transport Time	2 Canning St [RH (A&E)]	Depart Scene Time: 18/01/2022 19:56:41, Arrive 2LORFAU	2LORFAU
18/01/2022	20:04:22	2109	Dep	RH (A&E)	Destination Time: 18/01/2022 20:03:51	2LORFAU
18/01/2022	20:04:32	2109	Dest	2 Canning St [RH (A&E)]		2LORFAU
18/01/2022	20:04:32	2109	Transport Time	2 Canning St [RH (A&E)]	Depart Scene Time: 18/01/2022 20:04:22, Arrive 2LORFAU	2LORFAU
18/01/2022	20:07:43	2190	Dest	2 Canning St [RH (A&E)]	Destination Time: 18/01/2022 20:04:32	2LORFAU
18/01/2022	20:07:43	2190	Transport Time	2 Canning St [RH (A&E)]	Depart Scene Time: 18/01/2022 19:58:10, Arrive 2LORFAU	2LORFAU
18/01/2022	20:07:59		UserAction		Destination Time: 18/01/2022 20:07:43	2LORFAU
18/01/2022	20:08:20		UserAction		User clicked Exit/Save	2JODODE
18/01/2022	20:11:50		Read Comment		User clicked Exit/Save	2MORPLA
18/01/2022	20:12:06		UserAction		Comment for Incident 843 was Marked as Read.	2MORPLA
18/01/2022	20:16:35		Premise History Access		User clicked Exit/Save	2MORPLA
18/01/2022	20:16:40		UserAction		Premise History Viewed	2MORPLA
18/01/2022	20:33:51		Incident Late		User clicked Exit/Save	2MORPLA
18/01/2022	20:41:02		UserAction		Active incident marked as late	2JODODE
18/01/2022	20:42:53	2190	Patient off Stretcher		User clicked Exit/Save	2LORFAU
18/01/2022	20:42:58	2109	Patient off Stretcher		2190 transport mode changed to Off Stretcher	2LORFAU
18/01/2022	20:43:01	2186	Patient off Stretcher		2109 transport mode changed to Off Stretcher	2LORFAU
18/01/2022	20:45:41		UserAction		2186 transport mode changed to Off Stretcher	2LORFAU
18/01/2022	20:55:06	2190	Available	2 Canning St [RH (A&E)]	User clicked Exit/Save	8AMAMIL
18/01/2022	20:55:06	2190	Disposition	Irrelevant		2LORFAU
18/01/2022	21:01:03	2186	Reset System Timer		A Case Completed	2LORFAU
18/01/2022	21:01:10	2109	Reset System Timer		Days Warn before expiration Passwords	2JODODE
18/01/2022	21:32:03		Incident Late		Days Warn before expiration Passwords	2JODODE
18/01/2022	21:44:55	2186	Available	2 Canning St [RH (A&E)]	Active incident marked as late	2JODODE
18/01/2022	21:44:55	2186	Disposition	Irrelevant		2JODODE
18/01/2022	22:07:38		Read Comment		A Case Completed	2MORPLA
18/01/2022	22:07:50		UserAction		Comment for Incident 843 was Marked as Read.	2MORPLA
18/01/2022	22:16:18	2109	Available	2 Canning St [RH (A&E)]	User clicked Exit/Save	2LORFAU
18/01/2022	22:16:18	2109	Disposition	Irrelevant		2LORFAU
18/01/2022	22:16:18	2109	Response Closed		A Case Completed	2LORFAU
					Response Disposition: A Case Completed	2LORFAU

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
18/01/2022	19:05:12	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:05:19	City	SOUTH GLADSTONE	FRENCHVILLE	Updated City	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:05:19	City	SOUTH GLADSTONE	FRENCHVILLE	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:05:38	Address	(Blank)	180 RI*	New Entry	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Jurisdiction		4 Wide Bay Burnett	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Division		4 Gin Gin	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Battalion		4 Gin Gin	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Response_Area		4 Gin Gin	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	ResponsePlanType	0	0	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Primary_TAC_Channel		VHF Ch 14 GIN GIN	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Address	180 RI*	Irrelevant	Entry Selected/Returned from GeoLocator	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	City	FRENCHVILLE	KOLONGA	Updated City	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Latitude	0	65233656	Entry Selected/Returned from GeoLocator	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:07	Longitude	0	28275714	Entry Selected/Returned from GeoLocator	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:14	Building	9		(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:15	ProQaCaseNumber		18297843	(Response Viewer)	Incident PA265		2MORPLA
18/01/2022	19:06:27	Problem		NIL BREATHING	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:27	Response_Plan		1A	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:27	DispatchLevel		Normal	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:27	ResponsePlanType	0	1	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:27	Incident_Type		ACUTE AND CCP IF AVAILABLE	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:27	Pickup_Map_Info	(Blank)	9248		Response_Transports	POLCADQASCXA192	MORPLA
18/01/2022	19:06:27	Map_Info		9248		Response_Master_Incident	POLCADQASCXA192	MORPLA
18/01/2022	19:06:28	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:28	Priority_Number	0	1	Updated by ProQA	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:28	Determinant		09E01	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:28	EMD_Used	0	1	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:28	CIS_Used	0	null	(Response Viewer)	Response_Master_IncidentPA265		2MORPLA
18/01/2022	19:06:57	Read Call	False	True	(Drag Drop Unit)	Response_Master_IncidentPA415		4LYNMG

18/01/2022 19:07:12	Read Comment	False	True	Alert) (Response Viewer)	Response_Master_IncidentPA416	4MATURQ
18/01/2022 19:09:29	City	KOLONGA	KOONGAL	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:09:34	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentQA563	8AMAMIL
18/01/2022 19:09:39	Address	Irrelevant	Irrelevant	Address Change	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:19	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentQA563	8AMAMIL
18/01/2022 19:10:37	Current Sector	4 Wide Bay Border	2 South East	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Jurisdiction	4 Wide Bay Burnett	2 South East	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Division	4 Gin Gin	2 Rockhampton North	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Battalion	4 Gin Gin	2 Rockhampton North	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Response_Area	4 Gin Gin	2 Rockhampton North	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Primary_TAC_Channel	VHF Ch 14 GIN GIN	VHF Ch 29/UHF Ch 13 MT ARCHER	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Address	Irrelevant	Irrelevant	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	City	KOONGAL	FRENCHVILLE	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Postal_Code	4671	4701	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Latitude	65233656	66654658	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Longitude	28275714	29469238	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Street_Id	83382	66657	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Cross_Street	PROPOSED RD/Not less 1km	Not less 1km/WATERLOO ST	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	County	BUNDABERG	ROCKHAMPTON	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:37	Address	Irrelevant	Irrelevant	Change Verified	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:39	Current Sector	4 Wide Bay Border	2 South East	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:39	CurrentSectorID	18	11	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:39	CurrentDivision	4 Gin Gin	2 Rockhampton North	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:10:40	Pickup_Map_Info	(Blank)	ROCK6N2	Response_Transports	POLCADQASCXA192	MORPLA
18/01/2022 19:10:40	Map_Info	9248	ROCK6N2	Response_Master_Incident	POLCADQASCXA192	MORPLA
18/01/2022 19:10:54	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA263	2LORFAU
18/01/2022 19:11:15	City	KOONGAL	FRENCHVILLE	(Response Viewer)	Response_Master_IncidentPA416	4MATURQ
18/01/2022 19:11:25	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA262	2JODODE
18/01/2022 19:11:25	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA262	2JODODE
18/01/2022 19:11:34	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA415	4LYNMCG
18/01/2022 19:12:05	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA262	2JODODE
18/01/2022 19:14:48	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentQA563	8AMAMIL
18/01/2022 19:17:05	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentQA563	8AMAMIL
18/01/2022 19:20:29	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA263	2LORFAU
18/01/2022 19:21:36	CIS_Used	0	null	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 19:21:36	ProQATerminationStateCode		C	(Response Viewer)	Incident PA265	2MORPLA
18/01/2022 19:24:38	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentQA563	8AMAMIL
18/01/2022 19:29:55	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA269	2CARJAM
18/01/2022 19:44:31	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA263	2LORFAU
18/01/2022 19:56:37	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA262	2JODODE
18/01/2022 19:56:41	Map_Info	(Blank)	ROCK8N1	Response_Transports	POLCADQASCXA282	LORFAU
18/01/2022 19:57:03	Address	2 Canning St	2 Canning St	IncidentTransport	PA263	2LORFAU
18/01/2022 19:57:03	LocationName	RH (A&E)	RH (A&E)	(Depart Scene)	IncidentTransport	PA263
18/01/2022 19:57:03	Transport_Priority	Cold	Hot	Patient Condition	IncidentTransport	PA263
18/01/2022 19:57:03	Map_Info	ROCK6N2	ROCK8N1	Polygon Lookup	PA263	2LORFAU
18/01/2022 19:58:11	Map_Info	(Blank)	ROCK8N1	Response_Transports	POLCADQASCXA282	LORFAU
18/01/2022 20:04:23	Map_Info	(Blank)	ROCK8N1	Response_Transports	POLCADQASCXA282	LORFAU
18/01/2022 20:11:50	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA
18/01/2022 22:07:38	Read Comment	False	True	(Response Viewer)	Response_Master_IncidentPA265	2MORPLA

Significant Incident Review

Mackay District

Authority:

By authority of Robbie Medlin, Assistant Commissioner, Central Region and as per OPO4.0 the State District Operations procedure: Operational Incident Review Process and endorsed by the Commissioner to provide an incident report following a significant event.

Executive Summary:

- At 1646hrs on Friday 21st January 2022, a request was received by the Rockhampton Operations Centre to transfer a patient from the Mackay Mater Emergency Care Centre (MECC) to the Mackay Base Hospital (MBH).
- Priority – 2A.
- Determinant – MATA3. Pt vomiting blood and blood in stool. Hx GI bleed. Lethargic. Pt Covid positive.
- Incident number 15381292.
- Location was the Mackay Mater Emergency Care Centre (MECC), Willetts Road, North Mackay.
- At 1652 hrs, Mackay Unit 2228 was dispatched after clearing from incident 15381211 at North Mackay (Cremorne area).
- At 1702hrs, Mackay Unit 2228 arrived at the MECC.
- At 1728hrs, Mackay Unit 2228 departed the MECC for MBH with this patient and a patient allocated to incident number 15381303.
- At 1739, Mackay Unit 2228 arrived at the MBH Hot Zone with both patients.
- Post triaged, Unit 2228 was ramped in the Hot Zone with both patients.
- At 19:28 hrs both patients were handed over to an A/OS to clear and complete shift.
- Unit 2535 (Acting OS) was ramped with the patient until approximately 2059hrs.
- The patient arrested in the ED Hot Zone sometime after 2059hrs.

DOH DISCLOSURE LOG

Terms of Reference:

This review will investigate all aspects of ambulance responses to incident 15381292.

The review will examine ambulance operations prior to, during and following the response. This will be conducted by **Irrelevant** Acting Executive Manager of Operations.

This review will include all requirements outlined in the *Operational Incident Review Process*.

District Clinical Incident Summary Report:

A District Level Clinical Review was undertaken by **Irrelevant** Acting Manager of Clinical Education

The review considered patient assessment, clinical decision making, treatment and cares provided, as well as clinical documentation standards.

The incident number 15381292 was reviewed in Eclipse with the following information:

- Eclipse review ID number – 48229
- EARF number 504063772 (**Patient Irrelevant**)
- Documentation was NOT at standard
 - Documentation was limited including Observations taken
 - The pharmacology administered was NOT documented
- The patient's management did NOT align with QAS Clinical Practice Guidelines
 - With the limited information provided, the patient appears to be in shock with nil reassessments noted.
- The clinical interventions did NOT align with the QAS Clinical Practice Procedures
 - As per the perfusion status assessment the patient appears to have inadequate perfusion which was not documented or notified in the handover to MBH.

Clinical discussion and case reflection

- Office **Irrelevant** completed a clinical reflection via Eclipse and a clinical discussion with A/MCE on 01/02/2022 and this matter is now finalised. Officer **Irrelevant** spoke with **Irrelevant** A/Director and **Irrelevant** EMO 28/03/2022.
- Officer **Irrelevant** completed a clinical discussion with A/MCE on 31/01/2022 and this matter is now finalised.
- Officer **Irrelevant** completed a clinical discussion and a case reflection on 16/03/2022 and this matter is now finalised
- The final outcome of the review was – Variation to standard.

DOH DISCLOSURE LOG

Incident Review/Investigation:

Scope:

The review of this incident was conducted by **Irrelevant** Acting Executive Manager of Operations and considered the following:

- Incident Detail Report, Incident Number 15381292.
- Digital Ambulance Report Form, 504063772 and addendum, associated with this incident.
- Geographical data of the incident location in proximity to the resources deployed in response.
- Response times of all QAS resources responding to the incident.
- Skill sets of Officers deployed to the incident.
- Clinical condition of patients involved; and
- Any workplace health and safety issues arising from the incident.

Background of Incident:

The Rockhampton Operations Centre received a request for service to transport patient **Irrelevant** from the Mackay Mater Emergency Care Centre (MECC) to the Mackay Base Hospital (MBH) at 1646 hours on Friday 21st January 2022. The patient was noted to be vomiting blood and had blood in her stool, had a history of a GI bleed, was lethargic and was Covid positive. This patient was to be transported to MBH with another COVID Positive patient, Mr **Irrelevant** (IDR number 15381303). No MAT forms were completed for the transfer as it was deemed to be an urgent request. Patient **Irrelevant** had been previously transported to MECC from a residence in Grasstree Beach (incident number 15379533) earlier on 21st January 2022.

At 1650 hours it was noted in the IDR that there was a delay in dispatch due to workload with no crews.

At 1652 hrs, Mackay Unit 2228, responded to the case after clearing from incident 15381211 at North Mackay (Cremorne area).

At 1702 hrs, Mackay Unit 2228 arrived at the MECC and departed the MECC for MBH at 1728 hours with Pt **Irrelevant** and Pt **Irrelevant**

At 1739, Unit 2228 arrived at the MBH (Hot Zone) with both patients and triaged as required. Unit 2228 indicated at 1739 hrs, that they would be ramped in the Hot Zone with both patients.

At 1759 hours Unit 2228 indicated they were still ramped with nil timeframe indicated from Mackay base Hospital.

At 1928 hrs, both patients were handed over to an Acting Operations Supervisor, **Irrelevant** (A/OS) in order for the crew to clear and complete their shift. At this time, MBH was at escalation level 3. The A/OS

spoke to the Emergency Department Bed Manager on several occasions to coordinate these patients' movements. The Bed manager was aware of the IFT involving these patients.

The A/OS observed this patient, along with two others and noted a set of this patient's vital signs on the hospital pillowcase at 19:57 hours. After speaking with the ED Team Leader, the patient was moved to bed HD3. The A/OS was ramped with the patient until approximately 2059 hours. No DARF was completed by the A/OS for any of the three patients. The patient arrested in the ED Hot Zone sometime after 2059 hours. A Hot Issues Brief, dated 21st January 2022, was prepared by MBH. QHealth are completing a Root Cause Analysis and A/Director, Irrelevant will participate. The time of this has been set for Monday 04/04/2022 and 11/04/2022.

Officer(s) Involved:

Primary Response Officers:		
Officer Name	Classification	Station
Irrelevant	CCP Intern	Mackay
	ACP2	Mackay
	University Student	N/A
	Acting OS – ACP2	Mackay District

Patient Condition:

Patient 1: Irrelevant Irrelevant (DARF: 504063772 and addendum)	Interfacility transfer. Covid positive and melaena. Tachycardic @ 120, BP 100/60.
-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------

Timeline:

Time:	Activity:
16:46	Case received.
16:52	Mackay Unit 2228 dispatched and on case.
17:02	Mackay Unit 2228 arrives at the MECC.
17:28	Mackay Unit 2228 departs the MECC for MBH with both patients.
17:39	Mackay Unit 2228 arrives at the MBH Hot Zone & indicates they are ramped.
17:59	Mackay Unit 2228 indicates they are ramped with nil timeframe.
19:28	Time noted on IDR that patient is handed over to A/OS in Unit 2535. A/OS indicated that the handover took place prior to this time.
19:57	A/OS notes patient's vital signs on Hospital pillowcase.
19:57 to 20:59	Sometime during this period, the patient is moved to bed HD3.
20:59	IDR notes that Unit 2535 (A/OS) is now available
+20:59	Patient arrested.

Response Times (incident 15381292):

The time stamps for the incident are as follows:

Time Stamps:	Time:
Phone Pick Up:	16:46:05
Waiting in Queue:	16:49:59
Assigned:	16:52:12
1 st Unit Enroute:	16:52:54
1 st Unit Arrived:	17:02:08
Time of call to first unit on scene:	12 minutes 9 seconds
2 nd Unit handover from 1 st Unit:	19:28:40

The breakdown of the timed intervals for this incident are as follows:

Interval:	Time:
Activation Interval:	2 minutes 13 seconds
Turnout Interval:	42 seconds
Travel Interval:	9 minutes 14 seconds
Scene Interval:	26 minutes 37 seconds
Transport Interval:	11 minutes 10 seconds
Destination Interval:	3 hours 37 minutes 58 seconds

First Unit On Scene Times	
<u>Received</u>	21/01/2022 16:49:59
<u>Dispatched</u>	21/01/2022 16:52:12
<u>On Case</u>	21/01/2022 16:52:54
<u>On Scene</u>	21/01/2022 17:02:08
<u>Depart Scene</u>	21/01/2022 17:28:45
<u>At Destination</u>	21/01/2022 17:39:55
<u>Available</u>	21/01/2022 19:28:29
<u>Clear</u>	21/01/2022 21:17:53
<u>Upgrade</u>	
<u>Rec-Disp</u>	00:02:13
<u>Disp-On Case</u>	00:00:42
<u>On Case-On Scene</u>	00:09:14
<u>On Scene-Depart</u>	00:26:37
<u>Depart-At Dest</u>	00:11:10
<u>At Dest-Clear</u>	03:37:58
<u>Response Time</u>	00:12:09

DOH DISCLOSURE LOG