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06/03/2022	04:29:05		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	04:29:52		UserAction		User clicked Exit/Save	7ANGWAT
06/03/2022	04:30:22		Loc. Data Button Clicked		User has clicked the Loc. Data button for Incident 931 (15562937)	7SAMMON
06/03/2022	04:30:40		UserAction		User clicked Exit/Save	7SAMMON
06/03/2022	04:37:27		UserAction		User clicked Exit/Save	7ANGWAT
06/03/2022	04:40:48		Read Comment		Comment for Incident 931 was Marked as Read.	4GEROBR
06/03/2022	04:43:19		UserAction		User clicked Exit/Save	7SARSHA
06/03/2022	04:43:35		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	04:46:13		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
06/03/2022	04:46:13		Incident Late			
06/03/2022	04:46:29		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	04:47:44		Read Comment		Comment for Incident 931 was Marked as Read.	4GEROBR
06/03/2022	04:48:27		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	04:51:03		UserAction		User clicked Exit/Save	19KATJON
06/03/2022	04:54:51		Read Comment		Comment for Incident 931 was Marked as Read.	7ALAFEN
06/03/2022	05:01:26		UserAction		User clicked Initial Assign	7ALAFEN
06/03/2022	05:01:29		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7168 (00:14:05)	7ALAFEN
06/03/2022	05:01:39		VisiCAD Recommendation		7403: 00:14:20, 7195: 00:24:36, 7132: 00:24:36, 7260: 00:24:36, 7119: 00:26:28,	7ALAFEN
06/03/2022	05:01:41		UserAction		User Accepted 7195	
06/03/2022	05:01:42		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7403 (00:14:20)	7ALAFEN
06/03/2022	05:01:45	7168	Dispatched	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Response Number (025945)	7ALAFEN
06/03/2022	05:01:45	7403	Dispatched	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Response Number (025946)	7ALAFEN
06/03/2022	05:01:46		Incident Timer Clear		Incident Timer Cleared	
06/03/2022	05:01:50		Read Comment		Comment for Incident 931 was Marked as Read.	7ANGWAT
06/03/2022	05:02:45		Incident Late		Active incident marked as late	
06/03/2022	05:03:01		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	05:07:06	7168	Resp	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Responding From = 7 KURANDA.	7ANGWAT
06/03/2022	05:07:07		Incident Late		Active incident marked as late	
06/03/2022	05:07:08		Read Comment		Comment for Incident 931 was Marked as Read.	7ANGWAT
06/03/2022	05:08:01		UserAction		User clicked Exit/Save	7ANGWAT
06/03/2022	05:08:21		UserAction		User clicked Exit/Save	19KATJON
06/03/2022	05:10:47	7403	Resp	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Responding From = 7RES GRAY LEANNE.	7ALAFEN
06/03/2022	05:11:08		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	05:12:37		Read Comment		Comment for Incident 931 was Marked as Read.	4GEROBR
06/03/2022	05:13:57		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	05:15:26	7403	Disposition	PAYPHONE - CNR SOUTH STREET	Vehicle Change	7ALAFEN
06/03/2022	05:15:26	7403	Available	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Unit Cleared From Incident 15562937	7ALAFEN
06/03/2022	05:15:26	7403	Reassign Vehicle	KURANDA HEIGHTS RD\MYOLA RD	ReAssign Reason: Vehicle Change	7ALAFEN
06/03/2022	05:15:26	7403	Reassign Response	KURANDA HEIGHTS RD\MYOLA RD	ReAssign Reason: Vehicle Change	7ALAFEN
06/03/2022	05:23:41		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	05:23:55		UserAction		User clicked Exit/Save	19KATJON
06/03/2022	05:26:20	7168	At Scene	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	ATTEMPTING TO LOCATE PT	7ALAFEN
06/03/2022	05:27:08		Read Comment		Comment for Incident 931 was Marked as Read.	7ANGWAT
06/03/2022	05:27:27		Read Comment		Comment for Incident 931 was Marked as Read.	7GRAPUL
06/03/2022	05:28:25		UserAction		User clicked Exit/Save	7GRAPUL
06/03/2022	05:28:29		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q22-A009983	ICEMS
06/03/2022	05:30:34		UserAction		User clicked Add Resource	7ALAFEN
06/03/2022	05:30:41		VisiCAD Recommendation		7132: 00:19:20, 7131: 00:24:27, 7260: 00:24:36, 7113: 00:24:36, 7195: 00:26:28,	7ALAFEN
06/03/2022	05:30:45		UserAction		User Accepted 7131	
06/03/2022	05:30:45		Add Resources		The following unit(s) is (are) recommended for assignment: 7132 (00:19:20)	7ALAFEN
06/03/2022	05:30:47		VisiCAD Recommendation		7536: 00:18:06, 7545: 00:26:38, 7418: 00:51:49, 7126: 00:57:31,	7ALAFEN
06/03/2022	05:30:50		UserAction		User Accepted	
06/03/2022	05:30:50		Add Resources		The following unit(s) is (are) recommended for assignment: 7545 (00:26:38)	7ALAFEN
06/03/2022	05:30:51	7132	Dispatched	392 Oak Forest Rd	Response Number (025985)	7ALAFEN

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				[PAYPHONE - CNR SOUTH STREET]		
06/03/2022	05:30:51	7545	Dispatched	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Response Number (025986)	7ALAFEN
06/03/2022	05:30:51		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A009983, Status: OnScene	ICEMS
06/03/2022	05:31:03		Read Comment		Comment for Incident 931 was Marked as Read.	4GEROBR
06/03/2022	05:31:37	7545	Resp	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Responding From = 7 CAIRNS CCP.	7ALAFEN
06/03/2022	05:31:51		Incident Late		Active incident marked as late	
06/03/2022	05:31:55	7545	Change Unit Priority		Change Unit Priority from 2A to 1A	7ALAFEN
06/03/2022	05:32:02		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	05:32:17		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q22-A009983	ICEMS
06/03/2022	05:32:23		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A009983	ICEMS
06/03/2022	05:32:24	7132	Resp	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Responding From = 7 SMITHFIELD.	7ALAFEN
06/03/2022	05:32:30		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A009983, Resource Status: WillAttend	ICEMS
06/03/2022	05:32:33	7132	Change Unit Priority		Change Unit Priority from 2A to 1A	7ALAFEN
06/03/2022	05:32:43		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A009983	ICEMS
06/03/2022	05:32:45		UserAction		User clicked Add Resource	7ALAFEN
06/03/2022	05:32:49		VisiCAD Recommendation		7131: 00:24:27, 7113: 00:24:36, 7260: 00:24:36, 7195: 00:26:28, 7102: 00:33:11,	7ALAFEN
06/03/2022	05:32:52		UserAction		User Accepted 7260	
06/03/2022	05:32:52		Add Resources		The following unit(s) is (are) recommended for assignment: 7260 (00:24:36)	7ALAFEN
06/03/2022	05:32:53	7260	Dispatched	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Response Number (025991)	7ALAFEN
06/03/2022	05:33:09	7260	Resp	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]	Responding From = 165 ESPLANADE [CBH (EMERGENCY DEPARTMENT)]. RESP FROM HALF WAY UP RANGE	7ALAFEN
06/03/2022	05:33:37		Read Comment		Comment for Incident 931 was Marked as Read.	7ANGWAT
06/03/2022	05:34:15	7260	Change Unit Priority		Change Unit Priority from 2A to 1A	7ALAFEN
06/03/2022	05:34:36		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	05:36:29		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-A009983	ICEMS
06/03/2022	05:36:52		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	05:37:05	7260	User Timer		Unit marked as late	
06/03/2022	05:37:08		UserAction		User clicked Exit/Save	7GRAPUL
06/03/2022	05:37:09		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A009983	ICEMS
06/03/2022	05:37:16		Read Comment		Comment for Incident 931 was Marked as Read.	7GRAPUL
06/03/2022	05:37:39		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-A009983	ICEMS
06/03/2022	05:38:12		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-A009983	ICEMS
06/03/2022	05:38:24		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	05:38:36		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	05:39:12		UserAction		User clicked Exit/Save	7GRAPUL
06/03/2022	05:39:27		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-A009983	ICEMS
06/03/2022	05:39:56		Read Comment		Comment for Incident 931 was Marked as Read.	7SAMMON
06/03/2022	05:40:30		UserAction		User clicked Exit/Save	7SAMMON
06/03/2022	05:41:08		UserAction		User clicked Exit/Save	7SARSHA
06/03/2022	05:42:12		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
06/03/2022	05:43:01		Read Comment		Comment for Incident 931 was Marked as Read.	7SARSHA
06/03/2022	05:44:46		UserAction		User clicked Exit/Save	7SAMMON
06/03/2022	05:48:56		Read Comment		Comment for Incident 931 was Marked as Read.	7ALAFEN
06/03/2022	05:49:37		Read Comment		Comment for Incident 931 was Marked as Read.	4GEROBR
06/03/2022	05:49:44		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	05:50:11		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	05:50:55	7260	At Scene	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]		7ALAFEN
06/03/2022	05:52:01		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q.	AF

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					Please contact agency.' has been marked as read	
06/03/2022	05:52:18		Read Comment		Comment for Incident 931 was Marked as Read.	7SARSHA
06/03/2022	05:53:27		Read Comment		Comment for Incident 931 was Marked as Read.	7ALAFEN
06/03/2022	05:53:54		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A009983	ICEMS
06/03/2022	05:54:04		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	05:55:40		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	05:56:07		[ICEMS]		[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time	ICEMS
06/03/2022	05:56:14		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A009983	ICEMS
06/03/2022	05:56:30		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	05:57:16		UserAction		User clicked Exit/Save	7GRAPUL
06/03/2022	05:57:49		UserAction		User clicked Exit/Save	4GEROBR
06/03/2022	05:59:30		UserAction		User clicked Exit/Save	7SAMMON
06/03/2022	06:01:31	7545	At Scene	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]		7ALAFEN
06/03/2022	06:02:57		UserAction		User clicked Exit/Save	7ANGWAT
06/03/2022	06:03:11		Read Comment		Comment for Incident 931 was Marked as Read.	7ANGWAT
06/03/2022	06:03:21		UserAction		User clicked Exit/Save	7SAMMON
06/03/2022	06:04:08		UserAction		User clicked Exit/Save	7ANGWAT
06/03/2022	06:04:56		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	06:05:08	7132	At Scene	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]		7ALAFEN
06/03/2022	06:05:22		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	06:06:11		Read Comment		Comment for Incident 931 was Marked as Read.	7ANGWAT
06/03/2022	06:06:19		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A009983	ICEMS
06/03/2022	06:06:38		UserAction		User clicked Exit/Save	7GRAPUL
06/03/2022	06:06:59		UserAction		User clicked Exit/Save	7SARSHA
06/03/2022	06:08:32		Read Comment		Comment for Incident 931 was Marked as Read.	7SARSHA
06/03/2022	06:09:04		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	06:11:31		Read Comment		Comment for Incident 931 was Marked as Read.	7SARSHA
06/03/2022	06:11:31		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
06/03/2022	06:14:41	7260	Available	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]		7ALAFEN
06/03/2022	06:14:41	7260	Disposition	PAYPHONE - CNR SOUTH STREET	Assistance Only	7ALAFEN
06/03/2022	06:14:51		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	06:15:41		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	AF
06/03/2022	06:17:48		UserAction		User clicked Exit/Save	7GRAPUL
06/03/2022	06:18:12		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	06:19:53		UserAction		User clicked Exit/Save	7ANGWAT
06/03/2022	06:23:21		UserAction		User clicked Exit/Save	7SAMMON
06/03/2022	06:28:22		UserAction		User clicked Exit/Save	7SARSHA
06/03/2022	06:30:27		UserAction		User clicked Exit/Save	7ALAFEN
06/03/2022	06:38:40	7132	Dep	CBH (EMERGENCY DEPARTMENT)		7KARBEA
06/03/2022	06:39:17		UserAction		User clicked Exit/Save	7KARBEA
06/03/2022	06:39:20	7132	Available	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]	Unit Cleared From Incident 15562937	7KARBEA
06/03/2022	06:39:32	7132	Cancel Vehicle Assig		Unit Cleared From Incident 15562937	7KARBEA
06/03/2022	06:39:36		UserAction		User clicked Exit/Save	7SARSHA
06/03/2022	06:39:58		Read Comment		Comment for Incident 931 was Marked as Read.	7SARSHA
06/03/2022	06:40:02		UserAction		User clicked Exit/Save	7SARSHA
06/03/2022	06:43:28		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A009983, Resource Status: EnRoute	ICEMS
06/03/2022	06:45:57		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON
06/03/2022	06:47:42		UserAction		User clicked Exit/Save	7JANWHE
06/03/2022	06:53:33		UserAction		User clicked Exit/Save	7JANWHE
06/03/2022	06:53:54		[ICEMS]		[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time	ICEMS
06/03/2022	06:59:01		Read Comment		Comment for Incident 931 was Marked as Read.	19KATJON

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06/03/2022	07:03:28		UserAction		User clicked Exit/Save	7KATJON
06/03/2022	07:14:56		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A009983, Resource Status: OnScene	ICEMS
06/03/2022	07:24:58	7545	Available	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]		7JANWHE
06/03/2022	07:24:58	7545	Disposition	PAYPHONE - CNR SOUTH STREET	A Case Completed	7JANWHE
06/03/2022	07:29:58	7168	Available	392 Oak Forest Rd [PAYPHONE - CNR SOUTH STREET]		7JANWHE
06/03/2022	07:29:58	7168	Disposition	PAYPHONE - CNR SOUTH STREET	A Case Completed	7JANWHE
06/03/2022	07:29:58	7168	Response Closed	PAYPHONE - CNR SOUTH STREET	Response Disposition: A Case Completed	7JANWHE
06/03/2022	07:29:59		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-A009983, Status: Closed	ICEMS
06/03/2022	08:16:06		Read Comment		Comment for Incident 931 was Marked as Read.	7JAAPAP
06/03/2022	08:16:14		[ICEMS]		[ICEMS] Operational Acknowledgment sent to AMB-Q for Incident Q22-A009983	ICEMS
06/03/2022	08:37:00		UserAction		User clicked Exit/Save	7JAAPAP
07/03/2022	15:49:11		Read Comment		Comment for Incident 931 was Marked as Read.	7MARTHO
07/03/2022	15:56:10		Read Comment		Comment for Incident 931 was Marked as Read.	7MARTHO
07/03/2022	15:57:44		UserAction		User clicked Exit/Save	7MARTHO

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
06/03/2022	04:09:51	Call_Back_Phone		Irrelevant	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:09:57	City		KURANDA	Updated City	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:09:57	City		KURANDA	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:00	Address	(Blank)	392 OAK*	New Entry	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:04	Address	392 OAK*	392 OAK FOREST RD	Premise Verified	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:04	Latitude	0	73194216	Premise Verified	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:04	Longitude	0	34425061	Premise Verified	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:05	Jurisdiction		7 Tablelands and Cape York	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:05	Division		7 Kuranda	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:05	Battalion		7 Kuranda	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:05	Response_Area		7 Kuranda	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:05	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:05	Primary_TAC_Channel		VHF Ch 21 SADDLE MOUNTAIN	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:22	Caller_Name		TELSTRA PI PAYPHONE - Irrelevant	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:11:23	ProQaCaseNumber		18506931	(Response Viewer)	Incident	PA704	7SAMMON
06/03/2022	04:16:13	Problem		Irrelevant	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:13	Response_Plan		Acute-Str	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:13	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:13	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:13	Incident_Type		ACUTE-STR	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:14	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:14	Priority_Number	0	4	Updated by ProQA	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:14	Determinant		25B06	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:14	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:14	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/2022	04:16:14	Pickup_Map_Info	(Blank)	8064		Response_Transports	KEDCADQASCXA247	SAMMON
06/03/2022	04:16:14	Map_Info		8064		Response_Master_Incident	KEDCADQASCXA247	SAMMON
06/03/2022	04:16:20	Read Call	False	True	(Response	Response_Master_Incident	PA708	7ANGWAT

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06/03/202204:17:30Location_Name	CNR SOUTH STREET TELSTRA PI PAYPHONE	PAYPHONE - CNR SOUTH STREET	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/202204:17:43Caller_Name	Irrelevant		(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/202204:18:39CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/202204:18:39ProQATerminationStateCode		C	(Response Viewer)	Incident	PA704	7SAMMON
06/03/202204:19:01Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA408	4GEROBR
06/03/202204:20:04Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7GRAPUL
06/03/202204:26:36Caller_Name	Irrelevant		(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
06/03/202204:26:53Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA408	4GEROBR
06/03/202204:40:48Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA408	4GEROBR
06/03/202204:43:35Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/202204:47:44Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA408	4GEROBR
06/03/202204:48:14Field_Data		VCDS GOB 0448	Call Back	Response_User_Data_Fields	PA408	4GEROBR
06/03/202204:51:02Field_Data		.	Clinical Plan	Response_User_Data_Fields	QA544	19KATJON
06/03/202204:54:51Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7ALAFEN
06/03/202205:01:50Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7ANGWAT
06/03/202205:07:08Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7ANGWAT
06/03/202205:12:37Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA408	4GEROBR
06/03/202205:23:41Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/202205:27:08Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7ANGWAT
06/03/202205:27:27Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7GRAPUL
06/03/202205:31:03Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA408	4GEROBR
06/03/202205:31:55Current_UnitRespPriorityDesc	7545: 2A	1A	Back-Up Unit	Response_Vehicles_Assigned	PA706	7ALAFEN
06/03/202205:32:33Current_UnitRespPriorityDesc	7132: 2A	1A	Back-Up Unit	Response_Vehicles_Assigned	PA706	7ALAFEN
06/03/202205:33:37Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7ANGWAT
06/03/202205:34:15Current_UnitRespPriorityDesc	7260: 2A	1A	Back-Up Unit	Response_Vehicles_Assigned	PA706	7ALAFEN
06/03/202205:37:16Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7GRAPUL
06/03/202205:38:24Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/202205:39:56Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7SAMMON
06/03/202205:43:01Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
06/03/202205:48:56Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7ALAFEN
06/03/202205:49:37Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA408	4GEROBR
06/03/202205:52:18Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
06/03/202205:53:27Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7ALAFEN
06/03/202205:56:30Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/202206:03:11Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7ANGWAT
06/03/202206:04:56Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/202206:05:22Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/202206:06:11Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7ANGWAT
06/03/202206:07:51Field_Data		Irrelevant	Patient DOB:	Response_User_Data_Fields	QA544	19KATJON
06/03/202206:08:32Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
06/03/202206:11:31Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
06/03/202206:14:51Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/202206:38:45Map_Info	(Blank)	CNS38D3		Response_Transports	POLCADQASCXA167	KARBEA

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06/03/2022	06:39:58	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7SARSHA
06/03/2022	06:45:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/2022	06:59:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA544	19KATJON
06/03/2022	08:16:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
06/03/2022	08:16:13	City	KURANDA	KURANDA`	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
06/03/2022	08:16:19	City	KURANDA`	KURANDA	(Response Viewer)	Response_Master_Incident	PA701	7JAAPAP
07/03/2022	15:49:11	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7MARTHO
07/03/2022	15:56:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7MARTHO

RTI Release

DOH DISCLOSURE LOG

Cairns and Hinterland District
Far Northern Region

Authority:

- By authority of Assistant Commissioner, Far Northern Region, Michelle Baxter.

Executive Summary:

- On the 10 March 2022, at 22:54.22, the Cairns Operations Centre received a call from Irrelevant for an alarm activation. Incident number 15586823.
- A Irrelevant male, with a history of falls, resided at the location.
- Voice contact was not able to be established with the patient.
- The case was coded as a 2A.
- A crew arrived on scene 54 minutes after the call and found the patient in cardiac arrest.
- Recognition of Life Extinct was at 00:15 hours on 11 March 2022.
- The incident has been reviewed with nil clinical concerns for the care delivered.

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 15586823.
- 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:

- The incident was clinically audited through ECLIPSE. There are no clinical concerns with the care provided.
- The patient was found in cardiac arrest.
- Patient was unable to be moved, Irrelevant and location where they fell. CPR was not able to be performed due to this positioning.
- A QAS back up unit with a CCP was requested and dispatched Code 1.
- Queensland Fire and Rescue Service were also called to assist with moving the patient.
- Paramedics followed Rapid Discontinuation Criteria. The patient was in asystole and having episodes of PEA 18-40 per minute.
- Recognition of Life Extinct was declared at 00:15 on 11 March 2022.

State OpCen ProQA:

- Nil State Audit requested.
- ProQA summary on file. Some deviation from call taking procedures were noted.

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- Some deviations were noted which did not result in incorrect coding:
  - Did not ask if address was a house or unit.
  - Call taker repeated phone number back instead of asking caller to repeat it.
  - Call taker paused PROQA to ask out of sequence questions which delayed case by 2 minutes and 38 seconds.
  - Caller initially stated, *"nil voice contact"*. Caller also stated, *"He did call out initially ah but now I can't make contact with him"*. This comment was not added to the case notes.

Incident Review/Investigation:

Scope

- Cairns and Hinterland District reviewed all aspects of the ambulance response to incident 15586823.
- 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.

Background

- On the 10 March 2022, at 22:54.22, the Cairns Operations Centre received a call from Irrelevant for an alarm activation. Incident number 15586823.
- The case was coded as a 2A, MPDS determinant 32B02, Alarm Activation Nil Voice Contact.
- The caller stated that they had no voice contact with this alarm activation. However, during the call taking, the caller offered up, that initially they had heard the patient call out. No further voice contact was made. The QAS call taker did not note this further information. This would not have changed the MPDS determinant.
- A call back to the scene was attempted. Due to the alarm activation, the phone line to the residence was kept open. This prevented any call to the scene. However, if the patient was able to communicate, they would have been able to with Irrelevant
- The closest Bravo Unit was dispatched from Smithfield at 23:26:42. This unit was located at the corner of Stanton Rd and Lesley St. Crew requested an urgent comfort stop at Smithfield Ambulance Station, which was granted and they proceeded on case at 23:40:47. Arriving on scene at 23:48:34.
- A summary of the vehicles is as follows:
  - 7138 is the unit despatched and had been despatched after clearing a case in Smithfield. They needed to call in to Smithfield Ambulance Station first to use the bathroom.
  - 7111 was the CCP unit despatched as back up. They had been ramped and cleared at 2359 hrs and then despatched to this case immediately.
  - 7116 was on a scene.
  - 7182 was on a scene just around the corner from this case and it was a 1B.
  - 7546 had cleared from the hangar at 2317 hrs post a search and rescue flight. Was an available unit, but was enroute back to post and would not have been despatched to a 2A.
  - 7545 despatched to a case in Trinity Beach at 2236 hrs and clear at 2255 hrs and would not have been despatched to a 2A.
  - 7142 cleared Cairns North at 2337 hrs and immediately got despatched to another 2A in Manoora.
  - 7189 cleared at Wangetti at 2304 hrs and they were 2300 finishers.
  - 7132 were ramped and cleared at 2358 hrs (despatched to that case at 2232 hrs).

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- 7136 ramped until 2305 and then logged out of service, as one officer finished at 2230 hrs. Arrived back at Edmonton Ambulance Station at 2327 hrs.

- Cairns Hospital was Escalation Level 1 on the night 10-11 March 2022. However, Level 1 Escalation was cancelled at 22:45, just prior to the call being received. Level 1 Escalation was again instigated at 23:44, just prior to the crew arriving on scene. Vehicles were still ramped in between times, however, had not exceeded the 30 mins POST time, to initiate the second escalation until the 2344 hrs escalation.
- The OCS when notifying the SOS via phone, mentions a pending queue at the time of this call. However, there are no notes of a caseload surge or pending queue noted in the OCS brief.
- A review of iROAM shows a pending caseload throughout this period of time

Timeline

First key stroke:	22.54.22
In waiting queue:	22.57.52
Assigned:	23.40.47
Enroute:	23.40.51
At Scene:	23.48.34
Deceased:	00.15 on the 11th March 2022

Review

- When the initial Bravo unit arrived on scene, they had to search for the patient in the home. They were able to enter via the side door and the patient was found near the front door. It is noted that there were no working lights. They found Irrelevant patient Irrelevant in a semi prone position. The patient had collapsed against a door frame and the door was wedged between the patient's head and shoulder and could not be moved.
- The patient was not able to be moved Irrelevant
- CPR could not be performed, and the airway could not be assessed.
- The Critical Care unit arrived at 00:11:50, 11 March 2022.
- Recognition of Life Extinct was at 00:15, 11 March 2022.
- Onset of lividity was noted to the face and legs when performing ROLE checks.
- Queensland Police Service arrived on scene at approximately 00:43:22, 11 March 2022.

Outcomes

- Rapid Discontinuation Criteria was met.
- Patient declared life extinct at 00:15, 11 March 2022.

Post OIRR actions

- Peer support was activated for attending staff and communications staff.

Review Recommendations:

- A recommendation from this investigation is to review the procedure for returning officers to their station, when one officer finishes earlier than another officer. This was the case with 7136. One officer finished at 2230 and need to be logged out of service, the other officer was finishing at midnight.

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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 the Regional Manager, converted to PDF, sent to Irrelevant @ambulance.qld.gov.au)

Name	Position	Signature	Date
Rita Kelly	A/Assistant Commissioner	Irrelevant	28.03.22

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **15586823**
ProQA number: **18531646**
Console name: **PA704**
Incident Date: **10/03/2022 22:54:22**
Last Updated:

Incident Information

Incident Type:	ACUTE-STR	**Alarm Level:**	
Priority:	2A	**Problem:**	UNK PROB COMM ALARM NO PT INFO
Determinant:	32B02	**Agency:**	QAS
Base Response#:	051466	**Jurisdiction:**	7 Cairns and Coastal
Confirmation#:	00268042	**Division:**	7 Smithfield
Taken By:	Irrelevant	**Battalion:**	7 Smithfield
Response Area:	7 Smithfield	**Response Plan:**	Acute-Str
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 21 SADDLE MOUNTAIN
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	34318003	**Latitude:**	73130534
Patient Name:	Irrelevant	**Patient DOB:**	Irrelevant

Incident Location

Location Name:		**County:**	CAIRNS
Address:	Irrelevant	**Location Type:**	Irrelevant
Apartment:		**Cross Street:**	
Building:		**Map Reference:**	CNS25P4
City, State, Zip:	CARAVONICA QLD 4878		

Call Receipt

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

Time Stamps

Description	Date	Time	User
Phone Pickup	10/03/2022	22:54:22	
1st Key Stroke	10/03/2022	22:54:22	
In Waiting Queue	10/03/2022	22:57:52	
Call Taking Complete	10/03/2022	22:59:03	Irrelevant
1st Unit Assigned	10/03/2022	23:40:47	
1st Unit Enroute	10/03/2022	23:40:51	
1st Unit Arrived	10/03/2022	23:48:34	
Closed	11/03/2022	01:08:32	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:03:30
Call Taking	00:04:41
In Queue to 1st Assign	00:42:55.9
Call Received to 1st Assign	00:46:25.9
Assigned to 1st Enroute	00:00:04
Enroute to 1st Arrived	00:07:43
Incident Duration	02:14:10

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B7138	23:40:47	A Case Completed	23:40:51		23:48:34		00:56:54	01:08:32			
7111	00:00:33	Advice Only	00:01:12		00:11:50		00:29:44	00:31:59			

Personnel Assigned

Unit	Name
7111	Irrelevant
7138	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Comments

Date	Time	User	Type	Comments
10/03/2022	22:55:49	7MARTHO	Response	PATIENT Irrelevant
10/03/2022	22:55:55	7MARTHO	Response	PMHX FALLS
10/03/2022	22:56:19	7MARTHO	Response	ACCESS INFOR KEYBOX ON POST AT END OF CARPORT CODE Irrelevant
10/03/2022	22:56:37	7MARTHO	Response	ON SCENE Irrelevant
10/03/2022	22:57:05	7MARTHO	Response	PATIENT LIVES ALONE
10/03/2022	22:57:52	7MARTHO	Response	[ProQA Dispatch] Dispatch Level: 32B02 (Community Alarm notifications (no patient information)) Response Text: 2A Irrelevant Male, Consciousness unknown, Breathing status unknown. Problem Description: ALARM - NIL VOICE CONTACT
10/03/2022	22:57:52	7MARTHO	Response	[ProQA: Key Questions] 1. This is a Community Alarm notification. 2. It's not known if he appears to be completely awake (alert). 3. He was not ever heard talking/crying – alarm/device only. 4. It's not known what he is doing now. 5. It's not known if he is moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller doesn't know where he is.
10/03/2022	22:59:00	7MARTHO	Response	EMD attempted Call-Back TO ON SCENE LANDLINE - NIIL ANSWER LEFT MESSAGE
10/03/2022	22:59:02	7MARTHO	Response	[ProQA: Key Questions] 1. This is a Community Alarm notification. 2. It's not known if he appears to be completely awake (alert). 3. He was not ever heard talking/crying – alarm/device only. 4. It's not known what he is doing now. 5. It's not known if he is moving at all. 6. The caller didn't mention anything suggesting LIFE STATUS QUESTIONABLE. 7. The caller doesn't know where he is.

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10/03/2022	22:59:02	7MARTHO	Response	[ProQA] : Irrelevant Male, Consciousness unknown, Breathing status unknown. DOH RTI 3907
10/03/2022	22:59:15	7REBROS	Response	Delay in dispatch due to workload
10/03/2022	23:26:42	7JUSWES	Response	REQUESTED 7138 TO ATTEND WHEN CLEARED FROM THEIR PREVIOUS CASE - UNABLE DUE TO REQUIRING URGENT COMFORT STOP - RETURNING TO STN FIRST
10/03/2022	23:40:47	PS	Response	[Page] Dispatch page sent to Unit:7138, Sent From: KEDCADQASPIS01
10/03/2022	23:40:57	PS	Response	[Page] Dispatch page to Unit:7138 complete to PIN Irrelevant Message sent successfully to Whispir
10/03/2022	23:41:19	7JUSWES	Response	[Page] Units: 7138, Sent From: PA705, Irrelevant ACCESS INFOR KEYBOX ON POST AT END OF CARPORT CODE Irrelevant
10/03/2022	23:59:38	7REBROS	Response	Irrelevant BACKUP CODE 1 PLEASE ? NO PULSE - CANT MOVE PT TO START CPR
11/03/2022	00:00:33	PS	Response	[Page] Dispatch page sent to Unit:7111, Sent From: KEDCADQASPIS01
11/03/2022	00:00:43	PS	Response	[Page] Dispatch page to Unit:7111 complete to PIN Irrelevant Message sent successfully to Whispir
11/03/2022	00:01:07	7REBROS	Response	7111 PLEASE HAVE QFES CODE 1 PLEASE
11/03/2022	00:01:35	ICEMS	Response	FIRE-Q Urgent Request for Attendance sent for Incident Q22-A010836
11/03/2022	00:01:36	7JUSWES	Response	>FIRE-Q> (Urgent) QFES REQUESTED L&S TO ASSIST WITH PT UNCONCIOUS - QAS UNABLE TO MOVE PT TO COMMENCE CPR
11/03/2022	00:02:07	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
11/03/2022	00:02:40	7REBROS	Response	7138 MALE PT HAS PA OF ARROUND 40 - IN AND OUT OF ASOTOLE - UNABLE TO MOVE PATIENT Irrelevant
11/03/2022	00:04:47	ICEMS	Response	FIRE-Q EnRoute
11/03/2022	00:08:05	7ANGTIM	Response	SOS ADV OF JOB
11/03/2022	00:10:29	ICEMS	Response	FIRE-Q OnScene
11/03/2022	00:15:45	7REBROS	Response	7138 PLEASE ATTACH QPS ROAD SPEED
11/03/2022	00:15:47	ICEMS	Response	FIRE-Q has updated their incident status to Closed
11/03/2022	00:16:39	7JUSWES	Response	>POL-Q> QAS ON SCENE REQUESTING QPS TO ATTEND ROAD SPEED - THEY ARE CURRENTLY ATTEMPTING TO PERFORM CPR ON Irrelevant M Irrelevant
11/03/2022	00:16:40	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q22-A010836
11/03/2022	00:19:10	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
11/03/2022	00:22:31	ICEMS	Response	POL-Q EnRoute
11/03/2022	00:26:32	7REBROS	Response	7111 AVAL AS REQUIRED BUT REMANING ON SCENE
11/03/2022	00:28:38	7REBROS	Response	7111 PT SIG 4
11/03/2022	00:30:43	7REBROS	Response	>POL-Q> PLEASE ATTEND FOR A DECEASED PATIENT - ROAD SPEED OKAY
11/03/2022	00:32:06	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
11/03/2022	00:43:22	ICEMS	Response	POL-Q OnScene
11/03/2022	00:57:16	7REBROS	Response	7138 QPS HAVE ARRIVED ON SCENE - NOW CLEAR
11/03/2022	01:08:39	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
11/03/2022	01:26:35	7MARTHO	Response	[Private] I Irrelevant FROM QPS SMITHFIELD CALLED TO CONFIRM CALL DETAILS AND TIMES
12/03/2022	08:03:13	7SARSHA	Response	CASE OPENED TO PRINT OUT PRO-QA SUMMARY FOR SIR AS PER EMAIL FROM OCM Irrelevant 11/03/22 AT 1635

Priority Changes

No Priority Changes

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
10/03/2022	22:54:22		No AML Data Received		No AML data received with this call	SDSIAML
10/03/2022	22:57:52		Incident in Waiting Queue			
10/03/2022	22:57:52		ANI/ALI Statistics		INT Insert:Mar 10 2022 22:54:21 / INT SendNP:Mar 10 2022 22:54:20 / WS RecvNP:Mar 10 2022 22:54:20 / WS Process:Mar 10 2022 22:57:52	7MARTHO
10/03/2022	22:57:52		Read Comment		Comment for Incident 646 was Marked as Read.	7MARTHO
10/03/2022	22:57:53		ProQA	Irrelevant	ProQA determinant sent	7MARTHO
10/03/2022	22:57:53		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
10/03/2022	22:58:02		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
10/03/2022	22:58:03		Incident in Waiting Queue Timer Clear			
10/03/2022	22:59:01		Read Incident		Incident 646 was Marked as Read.	7REBROS
10/03/2022	22:59:01		Read Comment		Comment for Incident 646 was Marked as Read.	7REBROS
10/03/2022	22:59:03		UserAction		User clicked Exit/Save	7MARTHO
10/03/2022	22:59:16		UserAction		User clicked Exit/Save	7REBROS
10/03/2022	23:04:22		Read Comment		Comment for Incident 646 was Marked as Read.	7REBROS
10/03/2022	23:04:24		UserAction		User clicked Exit/Save	7REBROS
10/03/2022	23:14:11		UserAction		User clicked Exit/Save	7JUSWES
10/03/2022	23:15:14		UserAction		User clicked Exit/Save	7ANGTIM
10/03/2022	23:25:26		UserAction		User clicked Exit/Save	7JUSWES
10/03/2022	23:26:45		UserAction		User clicked Exit/Save	7JUSWES
10/03/2022	23:27:24		Read Comment		Comment for Incident 646 was Marked as Read.	36MATMCK
10/03/2022	23:27:52		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
10/03/2022	23:27:52		Incident Late			
10/03/2022	23:27:59		UserAction		User clicked Exit/Save	36MATMCK
10/03/2022	23:28:43		Incident Timer Clear	Irrelevant	Incident Late Timer cleared for 15586823	7ANGTIM
10/03/2022	23:28:43		Reseting Late Timer		[Reset Reason]CDS Approved [Next Late Check Time]Mar 10 2022 23:59:43	7ANGTIM
10/03/2022	23:40:47	7138	Dispatched	Irrelevant	Response Number: 051466;	7JUSWES
10/03/2022	23:40:51	7138	Resp		Responding From = STANTON RD\LESLEY ST	7JUSWES
10/03/2022	23:41:21		UserAction		User clicked Exit/Save	7JUSWES

RT Request
DOH DISCLOSURE LOG

DOH RTI 3907

10/03/2022	23:48:34	7138	At Scene	Irrelevant		7JUSWES
10/03/2022	23:59:22		Read Comment		Comment for Incident 646 was Marked as Read.	7JUSWES
11/03/2022	00:00:04		Read Comment		Comment for Incident 646 was Marked as Read.	7REBROS
11/03/2022	00:00:25		UserAction		User clicked Add Resource	7REBROS
11/03/2022	00:00:29		VisiCAD Recommendation		7172: 00:03:19, 7111: 00:12:09, 7136: 00:20:43, 7403: 00:20:47, 7168: 00:22:21,	7REBROS
11/03/2022	00:00:32		UserAction		User Accepted 7111	
11/03/2022	00:00:32		Add Resources		The following unit(s) is (are) recommended for assignment: 7111 (00:12:09)	7REBROS
11/03/2022	00:00:33	7111	Dispatched	Irrelevant	Response Number (051503)	7REBROS
11/03/2022	00:00:33		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:00:55	7111	Change Unit Priority		Change Unit Priority from 2A to 1A	7REBROS
11/03/2022	00:01:12	7111	Resp	Irrelevant	Responding From = 165 Esplanade [CBH (EMERGENCY DEPARTMENT)]	7REBROS
11/03/2022	00:01:19		Read Comment		Comment for Incident 646 was Marked as Read.	7MARTHO
11/03/2022	00:01:35		[ICEMS]		[ICEMS] Sent Urgent Incident Attendance to FIRE-Q : Incident Q22-A010836	ICEMS
11/03/2022	00:02:02		Premise History Access		Premise History Viewed	7MARTHO
11/03/2022	00:02:07		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q22-A010836	ICEMS
11/03/2022	00:02:09		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A010836, Resource Status: WillAttend	ICEMS
11/03/2022	00:02:21		UserAction		User clicked Exit/Save	7JUSWES
11/03/2022	00:02:32		UserAction		User clicked Exit/Save	7MARTHO
11/03/2022	00:02:55		Read Comment		Comment for Incident 646 was Marked as Read.	7REBROS
11/03/2022	00:03:05		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:03:11		UserAction		User clicked Exit/Save	7JUSWES
11/03/2022	00:04:42		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:04:47		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A010836, Resource Status: EnRoute	ICEMS
11/03/2022	00:06:13		Read Comment		Comment for Incident 646 was Marked as Read.	7REBROS
11/03/2022	00:06:39		Premise History Access		Premise History Viewed	7REBROS
11/03/2022	00:06:44		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:09:24		Read Comment		Comment for Incident 646 was Marked as Read.	7ANGTIM
11/03/2022	00:10:29		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A010836, Resource Status: OnScene	ICEMS
11/03/2022	00:11:27		Read Comment		Comment for Incident 646 was Marked as Read.	7JUSWES
11/03/2022	00:11:50	7111	At Scene	Irrelevant		7REBROS
11/03/2022	00:11:51		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-A010836, Status: OnScene	ICEMS
11/03/2022	00:12:34		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:12:35		UserAction		User clicked Exit/Save	7JUSWES
11/03/2022	00:14:05		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:15:47		[ICEMS]		[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q22-A010836, Incident Status: Closed	ICEMS
11/03/2022	00:16:40		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q22-A010836	ICEMS
11/03/2022	00:17:06		UserAction		User clicked Exit/Save	7JUSWES
11/03/2022	00:19:10		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q22-A010836	ICEMS
11/03/2022	00:19:17		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A010836	ICEMS
11/03/2022	00:19:24		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A010836, Resource Status: WillAttend	ICEMS
11/03/2022	00:19:36		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A010836	ICEMS
11/03/2022	00:22:31		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A010836, Resource Status: EnRoute	ICEMS
11/03/2022	00:23:12		Read Comment		Comment for Incident 646 was Marked as Read.	7JUSWES
11/03/2022	00:23:28		UserAction		User clicked Exit/Save	7JUSWES
11/03/2022	00:28:06		Read Comment		Comment for Incident 646 was Marked as Read.	7REBROS
11/03/2022	00:28:08		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:28:40		Read Comment		Comment for Incident 646 was Marked as Read.	7REBROS
11/03/2022	00:29:44	7111	Partially Av	Irrelevant		7REBROS
11/03/2022	00:29:52		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:30:43		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A010836	ICEMS
11/03/2022	00:30:45		UserAction		User clicked Exit/Save	7REBROS
11/03/2022	00:31:59	7111	Available	Irrelevant		7REBROS
11/03/2022	00:31:59	7111	Disposition		Advice Only	7REBROS
11/03/2022	00:31:59		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A010836, Status: OnScene	ICEMS
11/03/2022	00:32:40		[ICEMS]		[ICEMS] Incident Update Read by POL-Q for Incident Q22-A010836	ICEMS

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11/03/2022	00:43:22		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A010836, Resource Status: OnScene	ICEMS
11/03/2022	00:56:54	7138	Partially Av		7REBROS
11/03/2022	01:06:53		Read Comment	Comment for Incident 646 was Marked as Read.	7REBROS
11/03/2022	01:06:55		UserAction	User clicked Exit/Save	7REBROS
11/03/2022	01:08:32	7138	Available		7REBROS
11/03/2022	01:08:32	7138	Disposition	A Case Completed	7REBROS
11/03/2022	01:08:32	7138	Response Closed	Response Disposition: A Case Completed	7REBROS
11/03/2022	01:08:32		[ICEMS]	[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-A010836, Status: Closed	ICEMS
11/03/2022	01:24:30		Read Comment	Comment for Incident 646 was Marked as Read.	7MARTHO
11/03/2022	01:26:36		UserAction	User clicked Exit/Save	7MARTHO
11/03/2022	05:40:32		UserAction	User clicked Exit/Save	7ANGTIM
12/03/2022	08:01:30		Read Comment	Comment for Incident 646 was Marked as Read.	7SARSHA
12/03/2022	08:03:16		UserAction	User clicked Exit/Save	7SARSHA

Irrelevant

Irrelevant

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
10/03/2022	22:54:22	Call_Back_Phone			(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:32	City			Updated City	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:32	City			(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:39	Address			New Entry	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Jurisdiction		7 Cairns and Coastal	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Division		7 Smithfield	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Battalion		7 Smithfield	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Response_Area		7 Smithfield	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Primary_TAC_Channel		VHF Ch 21 SADDLE MOUNTAIN	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Address			Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Latitude	0	73130534	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:54:42	Longitude	0	34318003	Entry Selected/Returned from GeoLocator	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:55:11	ProQaCaseNumber		18531646	(Response Viewer)	Incident	PA704	7MARTHO
10/03/2022	22:55:42	Field_Data			Patient DOB:	Response_User_Data_Fields	PA704	7MARTHO
10/03/2022	22:55:48	Field_Data			Patient Name:	Response_User_Data_Fields	PA704	7MARTHO
10/03/2022	22:57:52	Problem		UNK PROB COMM ALARM NO PT INFO	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:52	Response_Plan		Acute-Str	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:52	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:52	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:52	Incident_Type		ACUTE-STR	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:52	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:52	Priority_Number	0	4	Updated by ProQA	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:52	Determinant		32B02	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:53	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:53	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:57:53	Pickup_Map_Info	(Blank)	CNS25P4		Response_Transports	KEDCADQASCXA11	7MARTHO
10/03/2022	22:57:53	Map_Info		CNS25P4		Response_Master_Incident	KEDCADQASCXA11	7MARTHO
10/03/2022	22:59:01	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
10/03/2022	22:59:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
10/03/2022	22:59:02	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
10/03/2022	22:59:02	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA704	7MARTHO
10/03/2022	23:04:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
10/03/2022	23:15:13	Field_Data		ALARM NVC	Special Needs	Response_User_Data_Fields	PA701	7ANGTIM
10/03/2022	23:27:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PC901208	36MATMCK
10/03/2022	23:27:57	Field_Data		M -	Pt Comments	Response_User_Data_Fields	PC901208	36MATMCK

Irrelevant

Irrelevant

Irrelevant

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10/03/2022	23:59:22	Read Comment	False	WELFARE CHECK True	(Response Viewer)	Response_Master_Incident	PA705	7JUSWES
11/03/2022	00:00:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
11/03/2022	00:00:55	Current_UnitRespPriorityDesc	7111: 2A	1A	Request From On Scene Unit	Response_Vehicles_Assigned	PA706	7REBROS
11/03/2022	00:01:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
11/03/2022	00:02:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
11/03/2022	00:06:13	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
11/03/2022	00:09:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7ANGTIM
11/03/2022	00:11:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7JUSWES
11/03/2022	00:23:12	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7JUSWES
11/03/2022	00:28:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
11/03/2022	00:28:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
11/03/2022	00:29:45	CAT - Change Unit Priority	1A	CLD1A	CAT Extension - Priorty for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS
11/03/2022	00:29:45	CAT - Change Unit Priority	1A	COLD1A	CAT Extension - Priorty for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS
11/03/2022	00:56:55	CAT - Change Unit Priority	2A	CLD2A	CAT Extension - Priorty for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS
11/03/2022	00:56:55	CAT - Change Unit Priority	2A	COLD2A	CAT Extension - Priorty for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS
11/03/2022	01:06:53	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7REBROS
11/03/2022	01:24:30	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7MARTHO
12/03/2022	08:01:30	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA

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DOH DISCLOSURE LOG

DOH RTI 3907

Far Northern Region
Cairns and Hinterland District

Authority:

- By authority of Brina Keating, A/Assistant Commissioner, Far Northern Region.

Executive Summary:

- On 28 March 2022, at 09:39:52hrs the Cairns Operations Centre received a radio transmission from Patient Transport Service (PTS) unit 7673 for case 15667285. The PTS officer stated she had come across a two-vehicle road traffic crash (RTC), stating there was head injuries, 1 patient on the ground and other agencies required.
- At 09:41:36 the closest crew was despatched to case, responding at 09:41:41, arriving on scene 09:47:29.
- Two patients were treated - an Irrelevant male patient with a significant head injury and a Irrelevant female with airbag injuries and spinal precautions.
- The patients were transported to Atherton District Hospital (ADH) with the most critical arriving at 10:19:05.
- The Irrelevant male was declared deceased at hospital.

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 15667285.
- 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 by CAH Clinical Support Officer in ECLIPSE program.
- All clinical document and procedures were at standard. Specific comments as follows:
  - Paperwork to standard and reads well.
  - From the description of the patient, he appeared critical and required timely interventions with telling signs of severe head injury and respiratory involvement.

State OpCen ProQA:

- Nil State OpCen audit requested.

Incident Review/Investigation:

Scope

- Cairns and Hinterland District reviewed all aspects of the ambulance response to incident 15667285.
- This included reviewing clinical performance and operational decision making to ensure the appropriate response and management of the case was achieved.

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- 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.

Background

- The Cairns Operations Centre received a notification via QAS PTS radio to a road traffic crash (RTC), which the single PTS officer had come across during a routine clinic run.
- Two acute QAS units were despatched with one being an ACPII crew and one being an ACPII single officer.
- QPS and QFES were requested via ICEMS.
- The PTS officer confirmed two patients with one having serious injuries.
- The first acute QAS unit (7484) arrived at 09:47.
- Management of the patients continued with further SITREPS indicating an Irrelevant male patient with a significant head injury and a Irrelevant female with airbag injuries and being treated with spinal precautions.
- Rapid transport to ADH ensued, with the crew requesting R510 to meet at ADH.
- Unit 7120 departed scene at 10:02 arriving at ADH 10:19.
- R510 despatched to ADH 11:27:51 and being cancelled at 11:36:18 due to patient now deceased – IDR 15667829 refers.

Resources

The attending crews were:

- Irrelevant

Ambulance arrival order:

- Irrelevant

Timeline

- Phone Pick up: 09:39:52 hrs
- 1st Key stroke: 09:39:52 hrs
- In Waiting Queue 09:39:52 hrs
- Call taking complete 09:39:52 hrs
- 1st unit assigned 09:39:52 hrs
- 1st unit en-route 09:39:52 hrs
- 1st unit arrived 09:39:52 hrs
- Closed 10:48:27 hrs

Review

- The response time was immediate as a PTS officer came across incident.
- The closest backup unit (7484) was at ADH and was despatched at 09:41:36, arriving at 09:47:29.
- The second backup unit (7120) was despatched from Atherton Ambulance Station at 09:43:23, arriving at 09:49:48.

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- Both 7484 and 7120 responded immediately.
- Both units were Advanced Care Paramedics with the first backup arriving 7 minutes 37 seconds after PTS unit and the second backup unit 2 minutes 19 seconds later.
- SOS notified of the case by OCS with updates throughout.
- Management and transport were initiated, yet unsuccessful with the patient declared deceased at Atherton District Hospital sometime around 1136.

Outcomes

- Deceased patient post QAS management and transport.
- OIC Atherton made phone contact with attending officers to ascertain welfare.
- PEER support activated.

Post OIRR actions

- Nil.

Review Recommendations:

- Clinical Support Officer to follow up with attending crews regarding early activation of Rescue 510.

Appendix of relevant documents/files:

- Briefing notes identifying response information.
- 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).
- 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 the Regional Manager, converted to PDF, sent to Irrelevant @ambulance.qld.gov.au)

Name	Position	Signature	Date
Rita Kelly	Acting Assistant Commissioner	Irrelevant	21.04.22

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Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **15667285**
ProQA number:
Console name: **PA706**
Incident Date: **28/03/2022 09:39:52**
Last Updated:

Incident Information

Incident Type:	ACUTE	**Alarm Level:**	
Priority:	1C	**Problem:**	RTC OTHER HAZARDS
Determinant:		**Agency:**	QAS
Base Response#:		**Jurisdiction:**	7 Tablelands and Cape York
Confirmation#:	00336799	**Division:**	7 Atherton
Taken By:	Irrelevant	**Battalion:**	7 Atherton
Response Area:	7 Atherton	**Response Plan:**	Acute
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 27 HALLORANS HILL
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	34455510	**Latitude:**	72701628
Patient Name:		**Patient DOB:**	

Incident Location

Location Name:		**County:**	TABLELANDS
Address:	MALANDA ATHERTON RD & KNOWLES RD	**Location Type:**	Beach
Apartment:		**Cross Street:**	
Building:		**Map Reference:**	8063
City, State, Zip:	EAST BARRON QLD 4883		

Call Receipt

Caller Name:		**Original CLI Phone**	
Method Received:		**Call Back Phone:**	7673
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	28/03/2022	09:39:52	
1st Key Stroke	28/03/2022	09:39:52	
In Waiting Queue	28/03/2022	09:39:52	
Call Taking Complete	28/03/2022	09:39:52	Irrelevant
1st Unit Assigned	28/03/2022	09:39:52	
1st Unit Enroute	28/03/2022	09:39:52	
1st Unit Arrived	28/03/2022	09:39:52	
Closed	28/03/2022	10:48:27	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:00:00
Call Received to 1st Assign	00:00:00
Assigned to 1st Enroute	00:00:00
Enroute to 1st Arrived	00:00:00
Incident Duration	01:08:35

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
7673	09:39:52	Assistance Only,Treated Other	09:39:52		09:39:52			10:04:53			
7484	09:41:36	A Case Completed	09:41:41		09:47:29			10:48:27			
7120	09:43:23	A Case Completed	09:43:25		09:49:48		10:31:41	10:45:11			

Personnel Assigned

Unit	Name
7120	Irrelevant
7484	
7673	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
7120	ADH (EMERGENCY DEPARTMENT) 56 Jack St		Hot	Pre Hosp - patient condition	0.0//	10:02:02	10:19:05	10:45:11
7484	ADH (EMERGENCY DEPARTMENT) 56 Jack St		Cold	Pre Hosp - patient condition	0.0//	10:03:45	10:19:07	10:48:27

Comments

Date	Time	User	Type	Comments
28/03/2022	09:40:23	7SARSHA	Response	SOS Irrelevant AWARE OF CASE DETAILS
28/03/2022	09:41:00	7SARSHA	Response	[Notification] [QAS]-Problem changed from Field Initiate to MAJ INC AIRCRAFT by QAS
28/03/2022	09:41:01	PAGINGSERVICE	Response	Paging Groups Notified:OpCen7 - CCS

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28/03/2022	09:41:07	PS	Response	[Page] Page processing complete to PIN DOH RTI 3907 Irrelevant Message sent successfully to Whispir
28/03/2022	09:41:08	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
28/03/2022	09:41:18	7SARSHA	Response	[Notification] [QAS]-Problem changed from MAJ INC AIRCRAFT to RTC OTHER HAZARDS by QAS
28/03/2022	09:41:19	7CHLPAG	Response	7673 2 VEH RTC HEAD INJURIES 1PT ON GROUND - OTHER AGENCIES REQUIRED- NR GALLOS- MAL ATHERTON RD & KNOWLES RD ?
28/03/2022	09:41:38	PS	Response	[Page] Dispatch page sent to Unit:7484, Sent From: POLCADQASPIS01
28/03/2022	09:41:46	PS	Response	[Page] Dispatch page to Unit:7484 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
28/03/2022	09:42:16	7SARSHA	Response	>FIRE-Q,POL-Q> QAS PT TRANSPORT HAS COME ACROSS A 2 VEHICLE RTC UNK ENTRAP OR FUEL
28/03/2022	09:42:16	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q22-A013781
28/03/2022	09:42:16	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q22-A013781
28/03/2022	09:42:46	7CHLPAG	Response	7673 REQ QFES FOR A QFES VEH
28/03/2022	09:43:07	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
28/03/2022	09:43:23	PS	Response	[Page] Dispatch page sent to Unit:7120, Sent From: POLCADQASPIS01
28/03/2022	09:43:34	PS	Response	[Page] Dispatch page to Unit:7120 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
28/03/2022	09:44:06	7SARSHA	Response	QFES FIRECOM ALLEY ADVISED THIS COULD POSSIBLY BE A RTC INVOLVING A QFES VEHICLE - WILL UPDATE FURTHER WHEN ADVISED BY QAS OFFICER ON SCENE
28/03/2022	09:44:08	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
28/03/2022	09:45:05	ICEMS	Response	POL-Q EnRoute
28/03/2022	09:45:39	7CHLPAG	Response	7673 1 MALE PT HEAD INJURIES- 2ND FEMALE PT ? NIL INJURIES- HAS NOT BEEN ASSESSED- CONFIRMED FIRE ON 1 VEH HAS BEEN PUT OUT- QFES VEH NOT INVOLVED
28/03/2022	09:45:59	7SARSHA	Response	>FIRE-Q,POL-Q> VEHICLE ON FIRE - HAS NOW BEEN PUT OUT - QFES VEHICLE NOT INVOLVED IN INCIDENT
28/03/2022	09:46:52	ICEMS	Response	<FIRE-Q< THKYOU QAS - QFES RESP FROM MALANDA AND YUNGABURRA AND ATHERTON
28/03/2022	09:47:31	ICEMS	Response	FIRE-Q EnRoute
28/03/2022	09:48:00	ICEMS	Response	POL-Q OnScene
28/03/2022	09:51:00	ICEMS	Response	The 'Incident Update' has not been actioned by POL-Q. Please contact agency
28/03/2022	09:52:22	7CHLPAG	Response	7120 1 MALE Irrelevant M, ALOC, SIGNIFICANT HEAD INJURY- 2ND PT FEMALE BEING ASSESSED CURRENTLY
28/03/2022	09:53:20	7CHLPAG	Response	7120 Irrelevant F, GCS 15 CHEST & NECK PAIN - ASKING FOR ETA ON QFES FOR EXTRICATION- WILL MOST LIKELY TRANSPORT CODE 1 TO ADH- ? HELO REQ FOR PT AT ADH
28/03/2022	09:53:40	7SARSHA	Response	>FIRE-Q> DO QFES HAVE AN ETA PLEASE?
28/03/2022	09:53:44	7CHLPAG	Response	>FIRE-Q> ETA FOR QFES ? QAS REQUIRE ASSISTANCE FOR EXTRICATION PLEASE
28/03/2022	09:53:50	ICEMS	Response	The 'Incident Update' acknowledgement has not been received from FIRE-Q.
28/03/2022	09:55:20	7CHLPAG	Response	PHONED QFES- ADVISED ETA OF QFES LESS THAN 5 MINS
28/03/2022	09:55:48	7SARSHA	Response	Irrelevant TRIAGE OF ATHERTON HOSPITAL ADVISED OF INCOMING - OFFERED THE CREW ON SCENE A HELO WHICH WAS DECLINED HOWEVER
28/03/2022	09:55:56	ICEMS	Response	FIRE-Q OnScene
28/03/2022	10:00:25	7RICLOP	Response	QPS ARRIVED AT MALANDA FALLS THINKING THE RTC WAS THERE. REDIRECTED TOWARDS GALLOS FARM
28/03/2022	10:02:00	7CHLPAG	Response	7120 TRANS MALE PT CODE 1 TO ADH- QFES DRIVING OFFICER Irrelevant ON BOARD
28/03/2022	10:02:30	7CHLPAG	Response	Irrelevant was removed from the incident 28/03/2022 10:02:30.
28/03/2022	10:02:30	7CHLPAG	Response	Irrelevant was added to the incident 28/03/2022 10:02:30.
28/03/2022	10:04:31	7CHLPAG	Response	7484 TRANS Irrelevant F, AIRBAG INJURIES- TREATING AS SPINAL INJURIES GCS 15, QFES OFFICER DRIVING
28/03/2022	10:05:09	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
28/03/2022	10:06:53	ICEMS	Response	[AMB-Q] Sent error 55 - Message received after Operational Acceptance time
28/03/2022	10:13:23	ICEMS	Response	FIRE-Q has updated their incident status to Closed
28/03/2022	10:25:51	7CHLPAG	Response	7484 BOTH PTS OFFLOADED - 1 IN RESUSS BAY BEING TREATED FOR TRAUMA- ALL UNITS CODE 8
28/03/2022	10:32:05	7CHLPAG	Response	7120 OFFLOADED, NO LONGER CODE 8 BUT SIGNIFICANT AMTS OF PAPERWORK TO WRITE UP
28/03/2022	10:43:20	7CHLPAG	Response	Irrelevant was added to the incident 28/03/2022 10:43:20.
28/03/2022	10:45:23	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir Irrelevant
28/03/2022	10:48:42	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
29/03/2022	14:21:49	7MICMAN	Response	OPENED FOR SOS

Priority Changes

Date	Time	Changed from Priority	Reason	User
28/03/2022	09:41:00	2A	Patient Condition	Shaw, Sarah
28/03/2022	09:41:18	1B	Patient Condition	Shaw, Sarah

RTI Release
DOH DISCLOSURE LOG

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
28/03/2022	09:39:52		Incident in Waiting Queue			
28/03/2022	09:39:53		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
28/03/2022	09:39:53		Incident Timer Clear		Incident Timer Cleared	
28/03/2022	09:39:53	7673	Multi-Assign	Malanda Atherton Rd [MALANDA FALLS]		7CHLPAG
28/03/2022	09:40:02		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
28/03/2022	09:40:10		Read Incident		Incident 185 was Marked as Read.	7SARSHA
28/03/2022	09:40:58		Update Incident Division		Incident 185 was transferred To Division 7 Malanda	7SARSHA
28/03/2022	09:41:00		Incident Priority Change		Incident priority changed from 2A to 1B due to Patient Condition	7SARSHA
28/03/2022	09:41:03		Priority Upgrade/Downgrade Prompt		Change From 2A to 1B? - User clicked OK	7SARSHA
28/03/2022	09:41:18		Incident Priority Change		Incident priority changed from 1B to 1C due to Patient Condition	7SARSHA
28/03/2022	09:41:20		Priority Upgrade/Downgrade Prompt		Change From 1B to 1C? - User clicked OK	7SARSHA
28/03/2022	09:41:29		UserAction		User selected Add Additional Resources from Popup Menu	7CHLPAG
28/03/2022	09:41:33		VisiCAD Recommendation		7324: 00:06:22, 7484: 00:06:26, 7140: 00:07:26, 7120: 00:11:06, 936333: 00:13:26,	7CHLPAG
28/03/2022	09:41:35		UserAction		User Accepted 7140	
28/03/2022	09:41:35		Add Resources		The following unit(s) is (are) recommended for assignment: 7484 (00:06:26)	7CHLPAG
28/03/2022	09:41:36	7484	Dispatched	MALANDA ATHERTON RD & KNOWLES RD [MALANDA FALLS]	Response Number (135231)	7CHLPAG
28/03/2022	09:41:41	7484	Resp	MALANDA ATHERTON RD & KNOWLES RD [MALANDA FALLS]	Responding From = JACK ST\LOUISE ST	7CHLPAG
28/03/2022	09:42:16		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:42:16		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:42:38		[ICEMS]		[ICEMS] Operational Acknowledgment sent to AMB-Q for Incident Q22-A013781	ICEMS
28/03/2022	09:42:49		Read Comment		Comment for Incident 185 was Marked as Read.	7CHLPAG
28/03/2022	09:43:07		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:43:09		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A013781, Resource Status: WillAttend	ICEMS
28/03/2022	09:43:16		UserAction		User selected Add Additional Resources from Popup Menu	7CHLPAG
28/03/2022	09:43:21		VisiCAD Recommendation		7324: 00:06:22, 7120: 00:07:06, 7140: 00:07:26, 936333: 00:13:26, 7448: 00:30:39,	7CHLPAG
28/03/2022	09:43:22		UserAction		User Accepted 7140	
28/03/2022	09:43:22		Add Resources		The following unit(s) is (are) recommended for assignment: 7120 (00:07:06)	7CHLPAG
28/03/2022	09:43:23	7120	Dispatched	MALANDA ATHERTON RD & KNOWLES RD	Response Number (135244)	7CHLPAG
28/03/2022	09:43:23		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-A013781, Status: OnScene	ICEMS
28/03/2022	09:43:23		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A013781, Status: OnScene	ICEMS
28/03/2022	09:43:25	7120	Resp	MALANDA ATHERTON RD & KNOWLES RD	Responding From = CUMBRIAN AVE\PUTT ST	7CHLPAG
28/03/2022	09:43:36		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	09:44:08		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:44:15		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A013781	ICEMS
28/03/2022	09:44:22		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A013781, Resource Status: WillAttend	ICEMS
28/03/2022	09:44:29		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A013781	ICEMS
28/03/2022	09:45:02		Read Comment		Comment for Incident 185 was Marked as Read.	7GRAPUL
28/03/2022	09:45:05		[ICEMS]		[ICEMS] Received Resource Status	ICEMS

RTI Release

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					Update from POL-Q for Incident Q22-A013781, Resource Status: EnRoute	
28/03/2022	09:45:50		UserAction		User clicked Exit/Save	7GRAPUL
28/03/2022	09:45:59		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:45:59		[ICEMS]		[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:46:03		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	09:46:37		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q22-A013781	ICEMS
28/03/2022	09:46:45		Read Comment		Comment for Incident 185 was Marked as Read.	7COUDAV
28/03/2022	09:46:52		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q22-A013781	ICEMS
28/03/2022	09:47:14		UserAction		User clicked Exit/Save	7COUDAV
28/03/2022	09:47:29	7484	At Scene	MALANDA ATHERTON RD & KNOWLES RD		7CHLPAG
28/03/2022	09:47:31		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A013781, Resource Status: EnRoute	ICEMS
28/03/2022	09:48:00		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A013781, Resource Status: OnScene	ICEMS
28/03/2022	09:48:21		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:48:22		Read Comment		Comment for Incident 185 was Marked as Read.	7CHLPAG
28/03/2022	09:48:25		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	09:49:19		UserAction		User clicked Exit/Save	7COUDAV
28/03/2022	09:49:44		UserAction		User clicked Exit/Save	7COUDAV
28/03/2022	09:49:48	7120	At Scene	MALANDA ATHERTON RD & KNOWLES RD		7CHLPAG
28/03/2022	09:50:03		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	09:51:00		[ICEMS]		The 'Incident Update' has not been actioned by POL-Q. Please contact agency.	ICEMS
28/03/2022	09:51:20		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' has not been actioned by POL-Q. Please contact agency.' has been marked as read	CP
28/03/2022	09:52:47		Read Comment		Comment for Incident 185 was Marked as Read.	7SARSHA
28/03/2022	09:53:24		Read Comment		Comment for Incident 185 was Marked as Read.	22JANWHE
28/03/2022	09:53:39		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:53:44		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-A013781	ICEMS
28/03/2022	09:53:46		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q22-A013781	ICEMS
28/03/2022	09:53:50		[ICEMS]		The 'Incident Update' acknowledgement has not been received from FIRE-Q.	ICEMS
28/03/2022	09:53:54		[ICEMS]		[ICEMS] Error message 'The 'Incident Update' acknowledgement has not been received from FIRE-Q.' has been marked as read	CP
28/03/2022	09:54:04		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q22-A013781	ICEMS
28/03/2022	09:54:15		UserAction		User clicked Exit/Save	22JANWHE
28/03/2022	09:54:50		Read Comment		Comment for Incident 185 was Marked as Read.	7COUDAV
28/03/2022	09:55:14		UserAction		User clicked Exit/Save	7COUDAV
28/03/2022	09:55:21		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	09:55:33		Read Comment		Comment for Incident 185 was Marked as Read.	7COUDAV
28/03/2022	09:55:52		UserAction		User clicked Exit/Save	7COUDAV
28/03/2022	09:55:56		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A013781, Resource Status: OnScene	ICEMS
28/03/2022	09:56:29		UserAction		User clicked Exit/Save	22JANWHE
28/03/2022	09:58:56		Read Comment		Comment for Incident 185 was Marked as Read.	7RICLOP
28/03/2022	09:59:10		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	10:00:09		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	10:01:00		UserAction		User clicked Exit/Save	7RICLOP
28/03/2022	10:02:02	7120	Dep	ADH (EMERGENCY DEPARTMENT)		7CHLPAG
28/03/2022	10:03:32	7673	User Timer		Unit marked as late	
28/03/2022	10:03:45	7484	Dep	ADH (EMERGENCY DEPARTMENT)	7484 TRANS 74YOF, AIRBAG INJURIES- TREATING AS SPINAL INJURIES GCS 15, QFES OFFICER DRIVING	7CHLPAG
28/03/2022	10:04:53	7673	Available	Malanda Atherton Rd [MALANDA FALLS]		7CHLPAG
28/03/2022	10:04:53	7673	Disposition	MALANDA ATHERTON RD & KNOWLES RD	Assistance Only~^~Treated Other Unit Transport	7CHLPAG

RTI Release
DOH DISCLOSURE LOG

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28/03/2022	10:04:58		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-A013781, Status: LeftScene	ICEMS
28/03/2022	10:04:58		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A013781, Status: LeftScene	ICEMS
28/03/2022	10:06:53		[ICEMS]		[ICEMS] Sent Error to AMB-Q: 55-Message received after Operational Acceptance time	ICEMS
28/03/2022	10:13:23		[ICEMS]		[ICEMS] Received Incident Status Update from FIRE-Q for Incident Q22-A013781, Incident Status: Closed	ICEMS
28/03/2022	10:19:05	7120	Dest	56 Jack St [ADH (EMERGENCY DEPARTMENT)]		7CHLPAG
28/03/2022	10:19:05	7120	Transport Time		Depart Scene Time: 10:02:02, Arrive Destination Time: 10:19:05	7CHLPAG
28/03/2022	10:19:07	7484	Dest	56 Jack St [ADH (EMERGENCY DEPARTMENT)]		7CHLPAG
28/03/2022	10:19:08	7484	Transport Time		Depart Scene Time: 10:03:45, Arrive Destination Time: 10:19:07	7CHLPAG
28/03/2022	10:31:41	7120	Partially Av	56 Jack St [ADH (EMERGENCY DEPARTMENT)]		7CHLPAG
28/03/2022	10:32:49		Read Comment		Comment for Incident 185 was Marked as Read.	7SARSHA
28/03/2022	10:33:27		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	10:45:11	7120	Available	56 Jack St [ADH (EMERGENCY DEPARTMENT)]		7CHLPAG
28/03/2022	10:45:11	7120	Disposition	MALANDA ATHERTON RD & KNOWLES RD	A Case Completed	7CHLPAG
28/03/2022	10:48:27	7484	Available	56 Jack St [ADH (EMERGENCY DEPARTMENT)]		7CHLPAG
28/03/2022	10:48:27	7484	Disposition	MALANDA ATHERTON RD & KNOWLES RD	A Case Completed	7CHLPAG
28/03/2022	10:48:27	7484	Response Closed	MALANDA ATHERTON RD & KNOWLES RD	Response Disposition: A Case Completed	7CHLPAG
28/03/2022	10:48:33		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-A013781, Status: Closed	ICEMS
28/03/2022	11:44:04		Read Comment		Comment for Incident 185 was Marked as Read.	7SARSHA
28/03/2022	12:01:55		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	16:17:41		UserAction		User clicked Exit/Save	7SARSHA
29/03/2022	14:22:47		Read Comment		Comment for Incident 185 was Marked as Read.	7MICMAN
29/03/2022	14:22:52		UserAction		User clicked Exit/Save	7MICMAN

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
28/03/2022	09:39:52	Pickup_Map_Info	(Blank)	MALA1B5		Response_Transports	KEDCADQASCXA317	CHLPAG
28/03/2022	09:39:52	Map_Info		MALA1B5		Response_Master_Incident	KEDCADQASCXA317	CHLPAG
28/03/2022	09:40:10	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:39	Address	Malanda Atherton Rd	Malanda Atherton & NOEL*	Address Change	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Division	7 Malanda	7 Atherton	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Battalion	7 Malanda	7 Atherton	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Response_Area	7 Malanda	7 Atherton	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Address	Malanda Atherton Rd	MALANDA ATHERTON RD & KNOWLES RD	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	City	MALANDA	EAST BARRON	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Latitude	72648172	72701628	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Longitude	34417357	34455510	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	PremiseID	30499	NULL	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Street_Id	122506	74875	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	IntersectionStreetID	NULL	139998	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Cross_Street	PRIOR CL/TURNBULL RD		(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:57	Address	Malanda	MALANDA	Change	Response_Master_Incident	PA701	7SARSHA

RTI Release
DOH DISCLOSURE LOG
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		Atherton & NOEL*	ATHERTON RD & KNOWLES RD	Verified			
28/03/2022	09:40:58	Current Division	7 Malanda	7 Atherton	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:58	CurrentDivision	7 Malanda	7 Atherton	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:40:59	Pickup_Map_Info	(Blank)	8063		Response_Transports	POLCADQASCXA057	7SARSHA
28/03/2022	09:40:59	Map_Info	MALA1B5	8063		Response_Master_Incident	POLCADQASCXA057	7SARSHA
28/03/2022	09:41:00	Problem	Field Initiate	MAJ INC AIRCRAFT	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:00	Response_Plan	Acute-Str	Acute	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:00	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:00	Priority_Description	2A	1B	Patient Condition	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:00	Priority_Number	4	2	Patient Condition	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:00	Incident_Type	ACUTE-STR	ACUTE	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:02	Priority_Description	2A	1B	Priority Change Accepted	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:18	Problem	MAJ INC AIRCRAFT	RTC OTHER HAZARDS	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:18	Priority_Description	1B	1C	Patient Condition	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:18	Priority_Number	2	3	Patient Condition	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:41:19	Priority_Description	1B	1C	Priority Change Accepted	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:42:38	Location_Name	MALANDA FALLS		(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:42:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	09:44:19	Call_Back_Phone		7673	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:45:02	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7GRAPUL
28/03/2022	09:46:45	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
28/03/2022	09:48:22	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	09:52:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	09:53:24	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PC901852	22JANWHE
28/03/2022	09:54:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
28/03/2022	09:55:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7COUDAV
28/03/2022	09:58:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP
28/03/2022	10:02:21	Map_Info	(Blank)	ATH1J10		Response_Transports	KEDCADQASCXA317	7CHLPAG
28/03/2022	10:04:31	Map_Info	(Blank)	ATH1J10		Response_Transports	KEDCADQASCXA317	7CHLPAG
28/03/2022	10:31:42	CAT - Change Unit Priority	1C	HOT1C	CAT Extension - Priorty for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS
28/03/2022	10:31:42	CAT - Change Unit Priority	1C	HOT1C	CAT Extension - Priorty for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01	CS
28/03/2022	10:32:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	11:44:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
29/03/2022	14:22:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7MICMAN

RTI Release

DOH DISCLOSURE LOG

Significant Incident Review

Version 1.0 July 2020

Far Northern Region
Cairns and Hinterland District

Authority:

- By authority of Michelle Baxter, Assistant Commissioner, Far Northern Region.

Executive Summary:

- On the 28th of March 2022, at 12:40:24hrs QAS crew 7108 came across this RTC while returning to Cairns from Mareeba.
- A car had collided head on with a semitrailer truck. The car was severely damaged and a single occupant inside.
- The patient was entrapped and had sustained severe injuries. Paramedics pronounced the patient deceased on scene.

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 15668254
- 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 by CAH Clinical Support Officer.
- All clinical procedures were at standard. Some minor documentation errors were identified. Specific comments as follows:
- Good work on the case just some feedback for future reference: Not sure if you completed a hard copy of DARF but remember it should be competed under forms with any death and cardiac arrest Add ROLE form under cares just to show whether this was a general or rapid discontinuation, if any checks were done etc. I assume this was obvious death but just having all this noted helps us paint the picture. Not sure if QPS ended up obtaining identity

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details for this patient however none noted on eARF - just advise in story reasons why
Otherwise well done on a tough case, please reach out if you had any questions or concerns

State OpCen ProQA:

-

Incident review/investigation:

Scope

- Cairns and Hinterland District reviewed all aspects of the ambulance response to incident 15668254
- 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.

Background

- QAS crew of two Advanced Care Paramedics came across RTC and immediately requested backup.
- Two ambulance units and Rescue 510 helicopter, including Advanced Care Paramedics, Critical Care Flight Paramedic and Retrieval Physician as well as the Operations Supervisor were despatched to the scene.
- The first ambulance (7108) arrived at scene at 12:40:24. The first officer confirmed patient as deceased at 12:43.
- A second patient who was the driver of the semitrailer was transported to Cairns hospital with no apparent injuries.
- The attending crews were :
- 7108
- 7108
- 7111
- 7111
- 8510
- 7553

RTI Release
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DOH DISCLOSURE LOG

Timeline

-
- Phone Pickup 12:40:24
- 1st Key Stroke 12:40:24
- In Waiting Queue 12:40:24
- Call Taking Complete 12:40:24
- 1st Unit Assigned 12:40:24
- 1st Unit En route 12:40:24
- 1st Unit Arrived 12:40:24
- Closed 28/03/2022 15:13:15

Review

-

Outcomes

- Deceased patient.
- OS attended scene.
- SOS made phone contact with attending officers to ascertain welfare
- PEER support activated

Post OIR actions

- Nil

Review Recommendations:

- Nil

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DOH DISCLOSURE LOG

Appendix of relevant documents/files:

- Briefing notes identifying response information.
- 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).
- 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 the Regional Manager, converted to PDF, sent to Irrelevant @ambulance.qld.gov.au)

Name	Position	Signature	Date
Rita Kelly	A/Assistant Commissioner	Irrelevant	04.04.22

RTI Release

DOH DISCLOSURE LOG

DOH RTI 3907

Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **15668254**
ProQA number: **18617492**
Console name: **PA706**
Incident Date: **28/03/2022 12:40:24**
Last Updated:

Incident Information

Incident Type:	ACUTE	**Alarm Level:**	
Priority:	1C	**Problem:**	RTC INJURIES
Determinant:		**Agency:**	QAS
Base Response#:	136223	**Jurisdiction:**	7 Tablelands and Cape York
Confirmation#:	00337818	**Division:**	7 Kuranda
Taken By:	Irrelevant	**Battalion:**	7 Kuranda
Response Area:	7 Kuranda	**Response Plan:**	Acute
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 21 SADDLE MOUNTAIN
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	34365512	**Latitude:**	73184259
Patient Name:		**Patient DOB:**	

Incident Location

Location Name:	BARRON RIVER BDGE	**County:**	MAREEBA
Address:	0 Kennedy Hwy	**Location Type:**	
Apartment:		**Cross Street:**	PROPOSED RD/ESPLANADE
Building:		**Map Reference:**	CNS13K20
City, State, Zip:	KURANDA QLD 4881		

Call Receipt

Caller Name:		**Original CLI Phone**	
Method Received:		**Call Back Phone:**	QAS 7108
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	28/03/2022	12:40:24	
1st Key Stroke	28/03/2022	12:40:24	
In Waiting Queue	28/03/2022	12:40:24	
Call Taking Complete	28/03/2022	12:40:24	Irrelevant
1st Unit Assigned	28/03/2022	12:40:24	
1st Unit Enroute	28/03/2022	12:40:24	
1st Unit Arrived	28/03/2022	12:40:24	
Closed	28/03/2022	15:13:15	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:00:00
Call Taking	00:00:00
In Queue to 1st Assign	00:00:00
Call Received to 1st Assign	00:00:00
Assigned to 1st Enroute	00:00:00
Enroute to 1st Arrived	00:00:00
Incident Duration	02:32:51

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
7108	12:40:24	A Case Completed	12:40:24		12:40:24			13:19:33			
B7111	12:41:28	A Case Completed	12:44:20		13:02:59			15:13:15			
A7565	12:43:18	Back Up Not Required	12:44:26					12:50:23			
R8510	12:47:03	Back Up Not Required						12:50:54			Backup Not Required
S7553	13:49:50	Cancel On Scene	13:49:54		13:49:57			14:17:16			

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DOH DISCLOSURE LOG

Personnel Assigned

Unit	Name
7108	Irrelevant
7111	
7553	
7565	
8510	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
7111	CBH (EMERGENCY DEPARTMENT) 165 Esplanade		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	13:39:05	14:08:46	15:13:15

Comments

Date	Time	User	Type	Comments
28/03/2022	12:39:17	ICEMS	Response	[Appended, 12:42:19] [POL-Q] Exact Lat/Lon=D16.81413/D145.63585
28/03/2022	12:39:17	ICEMS	Response	[Appended, 12:42:19] [POL-Q] Contact at scene: Irrelevant
28/03/2022	12:39:17	ICEMS	Response	[Appended, 12:42:19] [POL-Q] Type : 205 - Traffic Crash - Injury Status : None Specified Details : TWO VEHICLE TA- HEAD ON PERSONS TRAPPED- CAR VS TRUCK. PERSON IN A BAD WAY
28/03/2022	12:39:17	ICEMS	Response	[Appended, 12:42:19] [POL-Q] Initial Incident Address information: OS 1251-1262 KENNEDY HWY KURANDA, MAREEBA, QLD 4881
28/03/2022	12:39:30	ICEMS	Response	[Appended, 12:42:19] <POL-Q<FIRE-Q has been attached to the incident
28/03/2022	12:39:40	ICEMS	Response	[Appended, 12:42:19] <POL-Q< MALE DRIVER NOT RESPONSIVE- APPEARS DECEASED
28/03/2022	12:39:53	ICEMS	Response	[Appended, 12:42:19] POL-Q EnRoute
28/03/2022	12:40:14	ICEMS	Response	[Appended, 12:42:19] <POL-Q< MEMBERS OF THE PUBLIC CANNOT GET TO THE DRIVER- HE IS TOO ENTRAPT
28/03/2022	12:41:03	ICEMS	Response	[Appended, 12:42:19] <POL-Q< MALE DRIVER HAS NO PULSE
28/03/2022	12:41:07	7SARSHA	Response	SOS Irrelevant AWARE OF CASE DETAILS
28/03/2022	12:41:28	PS	Response	[Page] Dispatch page sent to Unit:7111, Sent From: POLCADQASPIS01
28/03/2022	12:41:28	7CHLPAG	Response	7108 ? ENTRAPMENT - WILL NEED BACKUP & CCP
28/03/2022	12:41:41	PS	Response	[Page] Dispatch page to Unit:7111 complete to PIN Irrelevant Message sent successfully to Whispir
28/03/2022	12:41:55	7CHLPAG	Response	[Notification] [QAS]-Problem changed from Field Initiate to RTC INJURIES by QAS
28/03/2022	12:42:00	7SARSHA	Response	>FIRE-Q,POL-Q> HEAD ON RTC POSSSIBLE ENTRAPPMENT ON THE BARRON RIVER BRIDGE
28/03/2022	12:42:00	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q22-A013801
28/03/2022	12:42:00	ICEMS	Response	POL-Q Request for Attendance sent for Incident Q22-A013801
28/03/2022	12:42:20	7GRAPUL	Response	Duplicate call appended to incident at 12:42:20
28/03/2022	12:42:27	ICEMS	Response	The 'AAI' acknowledgement has not been received from POL-Q.
28/03/2022	12:42:42	7SARSHA	Response	RSQ DARREN ADVISED OF INCOMING
28/03/2022	12:42:56	ICEMS	Response	FIRE-Q EnRoute
28/03/2022	12:43:00	7GRAPUL	Response	CALLING BACK PT
28/03/2022	12:43:02	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
28/03/2022	12:43:04	7GRAPUL	Response	CALLING ON SCENE
28/03/2022	12:43:08	8DARPAR	Response	NZCC CONF CALL RE HELO ASSETT
28/03/2022	12:43:19	PS	Response	[Page] Dispatch page sent to Unit:7565, Sent From: POLCADQASPIS01
28/03/2022	12:43:19	7CHLPAG	Response	7108 PT SEVERELEY CRUSH SIGNAL 4- UNABLE TO ASSIST PT- FOCUSSING ON TRUCK DRIVER AT THIS POINT DUE TO NATURE OF SCENE
28/03/2022	12:43:29	PS	Response	[Page] Dispatch page to Unit:7565 complete to PIN Irrelevant Message sent successfully to Whispir
28/03/2022	12:43:42	ICEMS	Response	FIRE-Q EnRoute
28/03/2022	12:44:03	7GRAPUL	Response	[ProQA Session Aborted] 5. Help arrived
28/03/2022	12:44:14	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
28/03/2022	12:45:17	ICEMS	Response	POL-Q OnScene
28/03/2022	12:45:17	ICEMS	Response	POL-Q OnScene

DOH DISCLOSURE LOG

DOH RTI 3907

28/03/2022	12:45:24	ICEMS	Response	Error sending Resource Status Update, please call agency AMB-Q.
28/03/2022	12:45:29	7CHLPAG	Response	ASKED ABOUT ANY OTHER PTS- CREW ADVISED THAT FOCUSSING ON SCENE ? DECEASED
28/03/2022	12:45:29	8DARPAR	Response	REQUESTING R510
28/03/2022	12:47:00	7CHLPAG	Response	ASKED X 3 IF ANY OTHER PTS INVOLVED- STILL STATING QPS & QFES ON SCENE, DIESEL AND OTHER THINGS ON THE ROAD- STATED 'NO POINT FOR CCP' STILL UNABLE TO CONFIRM IF ANY OTHER PTS INVOLVED
28/03/2022	12:47:04	PS	Response	[Page] Dispatch page sent to Unit:8510, Sent From: POLCADQASPIS01
28/03/2022	12:47:16	PS	Response	[Page] Dispatch page to Unit:8510 complete to PIN Irrelevant Message sent successfully to Whispir
28/03/2022	12:47:38	8DARPAR	Response	R510 ACCEPTED
28/03/2022	12:48:39	8DARPAR	Response	[Private] FROM CAIRNS OCS CC Irrelevant STAND DOWN HELO
28/03/2022	12:48:51	7SARSHA	Response	SOS Irrelevant ADVISED TRUCK DRIVER IS OK, VERY SHAKEN -OTHER PT HAS INJURIES INCOMPATIABLE WITH LIFE - RSQ Irrelevant AND Irrelevant JPDATED - STANDING DOWN HELO
28/03/2022	12:49:41	8DARPAR	Response	[Private] HELO STOOD DOWN BEFORE START UP
28/03/2022	12:50:23	7SARSHA	Response	>FIRE-Q> ONE PT IS CRUSHED INSIDE THE VEHICLE DECEASED, OTHER PT IS THE TRUCK DRIVER HE IS NOT ENTRAPPED
28/03/2022	12:50:44	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
28/03/2022	12:51:04	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
28/03/2022	12:53:09	7CHLPAG	Response	7108 REQ CREW FOR TRUCK DRIVER, HYPOTENSIVE, STABLE- IN A BIT OF SHOCK
28/03/2022	12:53:27	7CHLPAG	Response	IHT 7108 ADVISED CNS 7111 RESP FOR LAST 8 MINS EN TO SCENE FOR TRUCK DRIVER
28/03/2022	12:56:07	ICEMS	Response	FIRE-Q OnScene
28/03/2022	12:56:08	ICEMS	Response	FIRE-Q OnScene
28/03/2022	13:16:06	7CHLPAG	Response	SOS HUNTER COTNACTED OCS SHAW- ADVISED THAT EDM 7108 WILL COMPLETE ROLE FOR THIS CSE- AND THEN WILL CONTINUE ON TO MAREEBA HOSP WITH ORIGINAL IHT PT- SOS WILL CONTACT OS CULIC TO STAND DOWN
28/03/2022	13:19:29	7CHLPAG	Response	7108 CLEAR SCENE-OTHER CREW TAKING OVER TRUCK DRIVER PT
28/03/2022	13:19:55	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
28/03/2022	13:39:09	7CHLPAG	Response	Divert Status Warning for CBH (EMERGENCY DEPARTMENT), Stage 3 Escalation
28/03/2022	13:39:09	7CHLPAG	Response	Divert Status Warning Overridden.
28/03/2022	13:39:28	ICEMS	Response	The 'Resource Status Update' acknowledgement has not been received from POL-Q.
28/03/2022	13:49:50	PS	Response	[Page] Dispatch page sent to Unit:7553, Sent From: POLCADQASPIS01
28/03/2022	13:49:59	PS	Response	[Page] Dispatch page to Unit:7553 complete to PIN Message sent successfully to Whispir
28/03/2022	13:50:03	PS	Response	[Page] Dispatch page to Unit:7553 complete to PIN Message sent successfully to Whispir
28/03/2022	13:50:04	7SARSHA	Response	OFFICER Irrelevant ON SCENE ADVISED QFES THEY WILL RETURN IF NEEDED ONCE QFES BEGIN TO CUT THE BODY OUT
28/03/2022	13:50:39	7SARSHA	Response	OFFICER CULIC WILL CLEAR SCENE SHORTLY
28/03/2022	14:17:27	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
28/03/2022	14:17:29	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
28/03/2022	15:13:21	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir

Priority Changes

Date	Time	Changed from Priority	Reason	User
28/03/2022	12:41:55	2A	Patient Condition	Page, Chloe

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
28/03/2022	12:40:24		Incident in Waiting Queue			
28/03/2022	12:40:25		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
28/03/2022	12:40:25		Incident Timer Clear		Incident Timer Cleared	
28/03/2022	12:40:25	7108	Multi-Assign	0 Kennedy Hwy [BARRON RIVER BDGE]		7CHLPAG
28/03/2022	12:40:29		Read Incident		Incident 492 was Marked as Read.	7SARSHA
28/03/2022	12:40:34		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
28/03/2022	12:41:09		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	12:41:28	7111	Dispatched	0 Kennedy Hwy	Response Number: 136223;	7ANGTIM
28/03/2022	12:41:28	7111	Update Sector	0 Kennedy Hwy	From Sector 7C to 7CY	7ANGTIM

DOH DISCLOSURE LOG

DOH RTI 2907

28/03/2022	12:41:55	7111	Change Unit Priority		Change Unit Priority from 2A to 1C	7CHLPAG
28/03/2022	12:41:55		Incident Priority Change		Incident priority changed from 2A to 1C due to Patient Condition	7CHLPAG
28/03/2022	12:41:57		Priority Upgrade/Downgrade Prompt		Change From 2A to 1C? - User clicked OK	7CHLPAG
28/03/2022	12:42:00		[ICEMS]		[ICEMS] Sent Incident Attendance to FIRE-Q : Incident Q22-A013801	ICEMS
28/03/2022	12:42:00		[ICEMS]		[ICEMS] Sent Incident Attendance to POL-Q : Incident Q22-A013801	ICEMS
28/03/2022	12:42:16		Read Comment		Comment for Incident 492 was Marked as Read.	7ANGTIM
28/03/2022	12:42:20		Duplicate Call Warning		Duplicate Call Warning - New call appended to incident	7GRAPUL
28/03/2022	12:42:20		[ICEMS]		[ICEMS] Incident 15668239 has been merged with 15668254	ICEMS
28/03/2022	12:42:20		[ICEMS]		[ICEMS] Incident 15668239 has been merged with 15668254	ICEMS
28/03/2022	12:42:20		[ICEMS]		[ICEMS] Incident 15668239 has been merged with 15668254	ICEMS
28/03/2022	12:42:21		Read Comment		Comment for Incident 492 was Marked as Read.	8DARPAR
28/03/2022	12:42:21		[ICEMS]		[ICEMS] Incident 15668239 has been merged with 15668254	ICEMS
28/03/2022	12:42:21		[ICEMS]		[ICEMS] Incident 15668239 has been merged with 15668254	ICEMS
28/03/2022	12:42:21		[ICEMS]		[ICEMS] Incident 15668239 has been merged with 15668254	ICEMS
28/03/2022	12:42:27		[ICEMS]		The 'AAI' acknowledgement has not been received from POL-Q.	ICEMS
28/03/2022	12:42:28		Incident Late		Active incident marked as late	
28/03/2022	12:42:56		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P021532, Resource Status: EnRoute	ICEMS
28/03/2022	12:43:02		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from FIRE-Q : Incident Q22-A013801	ICEMS
28/03/2022	12:43:03		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A013801, Resource Status: WillAttend	ICEMS
28/03/2022	12:43:05		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P021532,Q22-A013801	ICEMS
28/03/2022	12:43:05		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P021532,Q22-A013801	ICEMS
28/03/2022	12:43:07		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P021532,Q22-A013801	ICEMS
28/03/2022	12:43:07		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P021532,Q22-A013801	ICEMS
28/03/2022	12:43:18		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P021532, Status: OnScene	ICEMS
28/03/2022	12:43:18		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P021532, Status: OnScene	ICEMS
28/03/2022	12:43:18	7565	Dispatched	0 Kennedy Hwy	Response Number: 136236;	7ANGTIM
28/03/2022	12:43:18	7565	Update Sector	0 Kennedy Hwy	From Sector 7C to 7CY	7ANGTIM
28/03/2022	12:43:18		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-A013801, Status: OnScene	ICEMS
28/03/2022	12:43:18		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A013801, Status: OnScene	ICEMS
28/03/2022	12:43:19		Incident Late		Active incident marked as late	
28/03/2022	12:43:42		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A013801, Resource Status: EnRoute	ICEMS
28/03/2022	12:43:50		Read Comment		Comment for Incident 492 was Marked as Read.	22JANWHE
28/03/2022	12:44:03		ProQA Abort		ProQA Aborted 5. Help arrived	7GRAPUL
28/03/2022	12:44:14		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q22-A013801	ICEMS
28/03/2022	12:44:17		UserAction		User clicked Exit/Save	7JANTON
28/03/2022	12:44:20	7111	Resp	0 Kennedy Hwy [BARRON RIVER BDGE]	Responding From = 165 Esplanade [CBH (EMERGENCY DEPARTMENT)]	7ANGTIM
28/03/2022	12:44:21		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A013801	ICEMS
28/03/2022	12:44:24		UserAction		User clicked Exit/Save	22JANWHE
28/03/2022	12:44:26		UserAction		User clicked Exit/Save	7GRAPUL
28/03/2022	12:44:26	7565	Resp	0 Kennedy Hwy [BARRON RIVER BDGE]	Responding From = SHERIDAN ST\HARTLEY ST	7ANGTIM
28/03/2022	12:44:28		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A013801, Resource Status: WillAttend	ICEMS

DOH DISCLOSURE LOG

DOH RTI 3907

28/03/2022	12:44:48		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A013801	ICEMS
28/03/2022	12:44:54		Read Comment		Comment for Incident 492 was Marked as Read.	7JANTON
28/03/2022	12:45:04		[ICEMS]		[ICEMS]POL-Q has performed a merge on the following incidents: Q22-P021532,Q22-A013801	ICEMS
28/03/2022	12:45:04		[ICEMS]		[ICEMS]POL-Q has performed a merge on the following incidents: Q22-P021532,Q22-A013801	ICEMS
28/03/2022	12:45:17		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P021532, Resource Status: OnScene	ICEMS
28/03/2022	12:45:17		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A013801, Resource Status: OnScene	ICEMS
28/03/2022	12:45:21		UserAction		User clicked Exit/Save	7JANTON
28/03/2022	12:45:24		[ICEMS]		[ICEMS] Received Error from POL-Q: 10-Message received after system acceptance timeout.	ICEMS
28/03/2022	12:45:45		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q22-P021532	ICEMS
28/03/2022	12:45:45		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q22-A013801	ICEMS
28/03/2022	12:45:55		Read Comment		Comment for Incident 492 was Marked as Read.	8DARPAR
28/03/2022	12:46:44		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q22-P021532	ICEMS
28/03/2022	12:46:44		[ICEMS]		[ICEMS] Received Resource Status Query from FIRE-Q for Incident Q22-A013801	ICEMS
28/03/2022	12:46:54		UserAction		User clicked Add Resource	8DARPAR
28/03/2022	12:47:00		VisiCAD Recommendation		8510: *00:47:17, 8400: *02:56:28, 8412: *03:01:50, 8422: *03:01:50, 8702: *03:55:42,	8DARPAR
28/03/2022	12:47:02		UserAction		User Accepted 8510	
28/03/2022	12:47:02		Add Resources		The following unit(s) is (are) recommended for assignment: 8510 (*00:47:17)	8DARPAR
28/03/2022	12:47:03	8510	Dispatched	0 Kennedy Hwy [BARRON RIVER BDGE]	Response Number (136261)	8DARPAR
28/03/2022	12:47:33		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	12:47:39		Read Comment		Comment for Incident 492 was Marked as Read.	8DARPAR
28/03/2022	12:48:03		Incident Late		Active incident marked as late	
28/03/2022	12:48:43		[ICEMS]		[ICEMS] Error message 'The 'AAI' acknowledgement has not been received from POL-Q.' has been marked as read	CP
28/03/2022	12:48:43		[ICEMS]		[ICEMS] Error message 'Error sending Resource Status Update, please call agency AMB-Q.' has been marked as read	CP
28/03/2022	12:48:47		Read Comment		Comment for Incident 492 was Marked as Read.	7CHLPAG
28/03/2022	12:49:22		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	12:49:43		UserAction		User clicked Exit/Save	8DARPAR
28/03/2022	12:49:44		Read Comment		Comment for Incident 492 was Marked as Read.	7RICLOP
28/03/2022	12:50:23	7565	Available	0 Kennedy Hwy [BARRON RIVER BDGE]		7ANGTIM
28/03/2022	12:50:23	7565	Disposition	BARRON RIVER BDGE	Back Up Not Required	7ANGTIM
28/03/2022	12:50:23		[ICEMS]		[ICEMS] Sent Incident Update Message to FIRE-Q : Incident Q22-P021532,Q22-A013801	ICEMS
28/03/2022	12:50:34		UserAction		User clicked Exit/Save	7RICLOP
28/03/2022	12:50:35		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q22-P021532	ICEMS
28/03/2022	12:50:35		[ICEMS]		[ICEMS] Incident Update Read by FIRE-Q for Incident Q22-A013801	ICEMS
28/03/2022	12:50:54	8510	Disposition	BARRON RIVER BDGE	Back Up Not Required	8DARPAR
28/03/2022	12:50:54	8510	Available	0 Kennedy Hwy [BARRON RIVER BDGE]	Unit Cleared From Incident 15668254	8DARPAR
28/03/2022	12:50:54	8510	Reassign Vehicle	7 CAIRNS_AIRPORT RTY	ReAssign Reason: Backup Not Required	8DARPAR
28/03/2022	12:50:54	8510	Reassign Response	7 CAIRNS_AIRPORT RTY	ReAssign Reason: Backup Not Required	8DARPAR
28/03/2022	12:52:01		Read Comment		Comment for Incident 492 was Marked as Read.	7CHLPAG
28/03/2022	12:52:19		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	12:53:10		Read Comment		Comment for Incident 492 was Marked as Read.	8DARPAR
28/03/2022	12:53:36		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	12:56:07		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for	ICEMS

RTI Release
DOH DISCLOSURE LOG

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					Incident Q22-P021532, Resource Status: OnScene	
28/03/2022	12:56:08		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-A013801, Resource Status: OnScene	ICEMS
28/03/2022	12:56:58		UserAction		User clicked Exit/Save	8DARPAR
28/03/2022	12:59:56		Read Comment		Comment for Incident 492 was Marked as Read.	7CHLPAG
28/03/2022	13:00:20		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	13:01:14		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	13:02:18		UserAction		User clicked Exit/Save	7ANGTIM
28/03/2022	13:02:59	7111	At Scene	0 Kennedy Hwy		7CHLPAG
28/03/2022	13:13:06		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	13:16:08		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	13:19:33	7108	Available	0 Kennedy Hwy [BARRON RIVER BDGE]		7CHLPAG
28/03/2022	13:19:33	7108	Disposition	BARRON RIVER BDGE	A Case Completed	7CHLPAG
28/03/2022	13:35:54		Read Comment		Comment for Incident 492 was Marked as Read.	7SARSHA
28/03/2022	13:39:05	7111	Dep	CBH (EMERGENCY DEPARTMENT)		7CHLPAG
28/03/2022	13:39:09	7111	Override Fac Divert	CBH (EMERGENCY DEPARTMENT)	Stage 3 Escalation FROM 28/03/2022 10:14:41 TO	7CHLPAG
28/03/2022	13:39:11		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P021532, Status: LeftScene	ICEMS
28/03/2022	13:39:11		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P021532, Status: LeftScene	ICEMS
28/03/2022	13:39:11		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-A013801, Status: LeftScene	ICEMS
28/03/2022	13:39:11		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A013801, Status: LeftScene	ICEMS
28/03/2022	13:39:28		[ICEMS]		The 'Resource Status Update' acknowledgement has not been received from POL-Q.	ICEMS
28/03/2022	13:41:05		[ICEMS]		[ICEMS] Error message 'The 'Resource Status Update' acknowledgement has not been received from POL-Q.' has been marked as read	CP
28/03/2022	13:41:06		Read Comment		Comment for Incident 492 was Marked as Read.	7CHLPAG
28/03/2022	13:41:18		UserAction		User clicked Exit/Save	7CHLPAG
28/03/2022	13:49:50	7553	Dispatched	0 Kennedy Hwy	Response Number: 136630;	7SARSHA
28/03/2022	13:49:54	7553	Resp	0 Kennedy Hwy [BARRON RIVER BDGE]	Responding From = KENNEDY HWY\SADDLE MOUNTAIN RD	7SARSHA
28/03/2022	13:49:57	7553	At Scene	0 Kennedy Hwy		7SARSHA
28/03/2022	13:51:09		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	13:52:24		UserAction		User clicked Exit/Save	8SHAFAR
28/03/2022	14:00:04		Read Comment		Comment for Incident 492 was Marked as Read.	22JANWHE
28/03/2022	14:01:10		UserAction		User clicked Exit/Save	22JANWHE
28/03/2022	14:08:46	7111	Dest	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]		7ANGTIM
28/03/2022	14:08:46	7111	Transport Time	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]	Depart Scene Time: 28/03/2022 13:39:05, Arrive Destination Time: 28/03/2022 14:08:46	7ANGTIM
28/03/2022	14:09:36		UserAction		User clicked Exit/Save	PSDUPRO
28/03/2022	14:17:16	7553	Available	0 Kennedy Hwy [BARRON RIVER BDGE]		7SARSHA
28/03/2022	14:17:16	7553	Disposition	BARRON RIVER BDGE	Cancel On Scene	7SARSHA
28/03/2022	14:19:46		UserAction		User clicked Exit/Save	7SARSHA
28/03/2022	14:38:47		Incident Late		Active incident marked as late	
28/03/2022	14:39:44	7111	Reset System Timer		Days Warn before expiration Passwords	7ANGTIM
28/03/2022	15:13:15	7111	Available	165 Esplanade [CBH (EMERGENCY DEPARTMENT)]		7ANGTIM
28/03/2022	15:13:15	7111	Disposition	BARRON RIVER BDGE	A Case Completed	7ANGTIM
28/03/2022	15:13:15	7111	Response Closed	BARRON RIVER BDGE	Response Disposition: A Case Completed	7ANGTIM
28/03/2022	15:13:15		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-P021532, Status: Closed	ICEMS
28/03/2022	15:13:15		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q22-P021532, Status: Closed	ICEMS
28/03/2022	15:13:15		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q22-A013801, Status: Closed	ICEMS
28/03/2022	15:13:15		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-	ICEMS

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DOH DISCLOSURE LOG

			A013801, Status: Closed	
03/04/2022	15:04:38	Read Comment	Comment for Incident 492 was Marked as Read.	7RICLOP
03/04/2022	17:00:34	UserAction	User clicked Exit/Save	7RICLOP
03/04/2022	17:19:01	UserAction	User clicked Exit/Save	7RICLOP
03/04/2022	18:42:11	UserAction	User clicked Exit/Save	7RICLOP

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
28/03/2022	12:40:25	Pickup_Map_Info	(Blank)	CNS13K20		Response_Transports	KEDCADQASCXA317	CHLPAG
28/03/2022	12:40:25	Map_Info		CNS13K20		Response_Master_Incident	KEDCADQASCXA317	CHLPAG
28/03/2022	12:40:29	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	12:41:46	Call_Back_Phone		QAS 7108	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:41:55	Current_UnitRespPriorityDesc	7111: 2A	1C	Patient Condition	Response_Vehicles_Assigned	PA706	7CHLPAG
28/03/2022	12:41:55	Problem	Field Initiate	RTC INJURIES	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:41:55	Response_Plan	Acute-Str	Acute	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:41:55	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:41:55	Priority_Description	2A	1C	Patient Condition	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:41:55	Priority_Number	4	3	Patient Condition	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:41:55	Incident_Type	ACUTE-STR	ACUTE	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:41:56	Priority_Description	2A	1C	Priority Change Accepted	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:42:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7ANGTIM
28/03/2022	12:42:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8DARPAR
28/03/2022	12:43:30	ProQaCaseNumber		18617492	(Response Viewer)	Incident	PA704	7GRAPUL
28/03/2022	12:43:50	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PC901852	22JANWHE
28/03/2022	12:44:03	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA704	7GRAPUL
28/03/2022	12:44:03	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA704	7GRAPUL
28/03/2022	12:44:03	ProQATerminationStateCode		A	(Response Viewer)	Incident	PA704	7GRAPUL
28/03/2022	12:44:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7JANTON
28/03/2022	12:45:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8DARPAR
28/03/2022	12:47:39	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8DARPAR
28/03/2022	12:48:47	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:49:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP
28/03/2022	12:52:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	12:53:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA567	8DARPAR
28/03/2022	12:59:56	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	13:35:54	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7SARSHA
28/03/2022	13:39:11	Map_Info	(Blank)	CNS38D3		Response_Transports	KEDCADQASCXA317	CHLPAG
28/03/2022	13:41:06	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7CHLPAG
28/03/2022	14:00:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PC901852	22JANWHE
03/04/2022	15:04:38	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA708	7RICLOP

DOH DISCLOSURE LOG

DOH RTI 3907

Far Northern Region

Cairns and Hinterland District

Authority:

- By authority of Acting Assistant Commissioner, Rita Kelly, Far Northern Region.

Executive Summary:

- On 29 March 2022 at 19:19"16, the Cairns Operations Centre received a call to attend a Irrelevant male patient at Irrelevant Yorkeys Knob, incident number 15674530.
- A Irrelevant male patient was unconscious, post overdose on prescription medication Irrelevant
- The case was graded as 1C and later upgraded to 1B at 19:32:23.
- A delay of 19 minutes was identified from in queue to responding. The Flight CCP was available, however, the flight paramedic did not recommend due to being marked at QAS Rotary vs CCP Flight Paramedic Station.
- The Cairns flight paramedic was the initial response followed by a bravo crew.
- A total response of 34 minutes (in queue to scene).
- The patient was unconscious, treated and transported to Cairns Hospital.
- QAS supervisors and managers followed up with family members and they were not concerned with the delay.

Terms of Reference:

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

- Irrelevant male patient unconscious with Irrelevant overdose.
- Patient was administered Sodium Bicarbonate 8.4%, which was not indicated.
- CCP on case has identified the drug error and contacted the Medical Director and this has been reviewed by Medical Director with no follow-up required.

State OpCen ProQA:

- Quality Assurance has completed a review of the Triple zero call with the following comments noted.
- The triple Zero call was found to be **Compliant**

RTI Release
DOH DISCLOSURE LOG

DOH RTI 3907

Incident Review/Investigation:

Scope

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

Background

- On 29 March 2022 at 19:21, the Cairns Operations Centre received a call for a patient Irrelevant male who had taken an intentional overdose Irrelevant
- The case was initially a code 1C, call back and case upgraded at 19:32, to Code 1B - patient now unconscious.
- Initial recommend, did not identify an available resource. The Flight Paramedic has been marked at QAS Rotary and was not recommended.
- The error was identified and CCP Flight Paramedic was responding at 19:40.
- Unit 7122 became partially available at 19:51 and was tasked to respond from Cairns Hospital. Unit 7122 was a one of a number of units ramped at the time the case was received, with Cairns Hospital at Escalation Three (3) and QAS supervisors at hospital actively assisting with access issues.
- Total response time of 34 minutes (in queue to on scene).
- Patient transported HOT GCS 3 – terminal R Irrelevant OD and subsequently admitted to ICU. Patient follow indicates a good prognosis likely.
- Partner of patient was not concerned about delay, stated by CCP whom attended scene (did not transport with patient). This was also confirmed during follow up conversation with partner.

Timeline

1st Key Stroke	19:19:16
In Waiting Queue	19:21:02
1st Unit Assigned	19:40:00
1st Unit Enroute	19:41:15
1st Unit at Scene	19:55:06

Review

- The Triple Zero (000) call was taken by the Cairns Operations Centre. The call has been audited and found to be **Compliant**.
- At the time of the incident Level 3 POST, nil acute units available, QAS actively engaged with emergency department to release crews.
- Flight paramedic was not recommended on this occasion due to them being marked at the Cairns Airport Rotary Station instead of the Cairns Airport FCCP station.
- The Cairns Rotary Station incurs a 45 minute delay. In contrast the Cairns Airport FCCP station incurs 2 minute delay.
- When the case was upgraded to 1B, the EMD has picked up flight paramedic available and recommended.

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