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**Queensland  
Ambulance Service**

Department of  
**Health**

5 August 2021

Dr Brett Dale  
Chief Executive Officer  
AMA Queensland

Email: [amaq@amaq.com.au](mailto:amaq@amaq.com.au)

Dear Dr Dale

**Re: Changes to the Triaging of Health Care Practitioner Requests for Queensland Ambulance Service Attendances**

The Queensland Ambulance Service (QAS) will shortly be changing the way that certain registered Health Care Practitioners (HCPs) calls are triaged when QAS attendance is requested through Triple-Zero (000). As the Chief Executive Officer for AMA Queensland, I would greatly appreciate your assistance in ensuring that the attached information is distributed within your network.

**What's Changing?**

The QAS has for many years utilised a category system for managing Triple-Zero (000) calls received from HCPs. In short, this category system has allowed HCPs to rapidly move through the QAS triage system. While expeditious for some practitioners, this process can lead to both the over and under triaging of calls. Given the increasing demand for ambulance attendance, and the requirement to appropriately triage and prioritise requests, an adjustment to this process is to be implemented.

Effective from Tuesday, 10 August 2021:

- Doctors, Registered Nurses (RNs) excluding Residential Aged Care Facilities (RACFs) and paramedics will continue to use the **QAS category system**. There will be no changes to the process for these medical professionals.
- However, RNs from RACFs and all other HCPs (non-designated HCPs) will commence being managed through an existing **QAS triage system**, which is internationally accredited and used by ambulance services around the world.

This change will see non-designated HCPs asked several additional triage questions to allow the QAS to ensure patient safety and understand the clinical presentation of patients. This process will assist the QAS to ensure that an appropriate and timely response is provided to all cases, particularly those coming from HCPs.

Whenever possible, a clinical person such as a doctor or RN should make the call to Triple Zero (000). If a non-clinical staff member requests an ambulance (for example an administration officer or receptionist), the QAS Emergency Medical Dispatcher will ask to speak to the clinician on scene.

I have attached two documents for your distribution.

If you have any queries or concerns regarding this new procedure, please contact Mr Alex Thompson, Acting Director Patient Safety and Quality on telephone 3635 3794, who will be pleased to assist.

Yours sincerely

A handwritten signature in blue ink that reads "Steve Rashford". The signature is written in a cursive style with a large initial 'S'.

Dr Stephen Rashford ASM MBBS FACEM  
**QAS Medical Director**