



2021

Queensland Ambulance Service

Requesting an ambulance

The Queensland Ambulance Service (QAS) is enhancing how calls are triaged when ambulance services are requested by health professionals.

Whenever possible, a clinical person such as a doctor or Registered Nurse (RN) should make the call to Triple Zero (000). If non-clinical staff request an ambulance, the QAS Emergency Medical Dispatcher (EMD) will ask to speak to the clinician on scene.

Doctors, paramedics and RNs, excluding Residential Aged Care Facilities (RACFs) will still be able to use the category system, as long as the clinician is the person who makes the Triple Zero (000) call.

All other clinicians (including RNs from RACFs) will be asked further triage questions by the EMD to ensure an appropriate triage category is assigned to the case.

If active resuscitation (cardiopulmonary resuscitation) is being undertaken, continued use of triage category MATA1 will be supported.

