Before the ambulance arrives

Receptionists and practice managers are often left alone in the practice with patients, so it’s vital they know exactly what to do in a medical emergency.

There is a need for registered dental care professionals to complete lifelong learning programmes on core subjects to ensure they maintain high standards of competence for patient care. Although receptionists who aren’t qualified dental nurses do not need to keep up-to-date with the finer details of decontamination management and radiological protection – one of the core subjects for DCPS – it’s a vital area for everyone in the dental team to maintain current skills and knowledge on what to do in a medical emergency.

It is not unusual for receptionists or practice managers to find themselves ‘home alone’ at the practice, with members of the public and patients able to enter the premises. So, if the worst was to happen, calling upon a suitably qualified colleague may not be enough to prepare the receptionist should a medical emergency occur.

Every team member should have a working knowledge of first aid. Simply speaking this is the first response to the situation, prior to the arrival of a more medically qualified person. First aid should a medical emergency occur.

Everyone knows you should not move an injured person. If you do and they have an injury as a result of a serious fall, the force of impact could have damaged their spine. What you need to do is to concentrate on the things that will keep your patient alive like, protecting their Airway, checking for Breathing and Blood Circulation and dealing with blood loss. These are the things that can kill a person before the ambulance arrives, not a broken arm.

Assess for responsiveness

Tap the casualty hard on the collarbone (being careful not to cause any movement of the head or neck). Identify yourself to the casualty, even if they appear unconscious.

Check the Airway/protection of the spine

Where possible, get a colleague or bystander to support the casualty’s head by placing their hands on either side of the casualty’s head. If the casualty is unconscious, you must protect their airway as the tongue may fall back obstructing it. Place one hand on the forehead (to prevent head movement) and have a quick look in the mouth for any obvious obstructions.

Keep your hand on the forehead and tilt the head back gently. As you do this, lift the chin by placing two fingertips of your other hand under the point of the chin. These actions will ensure the airway remains open.

Check for breathing

Place the side of your face just above the casualty’s mouth, looking down along their chest. Look for movement of the chest, feel and listen for breathing. Do this for up to 10 seconds.

If the casualty is not breathing, place their hand on the knee of the raised leg. Move back slightly from the casualty and learn to save a life. 

Opening the airway

Kneel beside the patient on the side to which you want to turn them to. If they are wearing glasses, carefully remove them putting them in a safe place. Straighten the casualty’s legs and open the airway by tilting their head backwards slightly and lifting the chin.

Ready for the turn

Place the arm nearest to you, out at right angles to the casualty’s body and bend the elbow so the upper arm is parallel to the head, palm upwards. Do not try to force the arm down or in to a position it does not want to go into. Just place it as above, as best you can. Bring the arm furthest away from you, across the chest and place it palm up, against the cheek nearest you. Hold the casualty’s hand there with your left hand, palm to palm, otherwise it will drop down again.

With your left hand, grip the leg furthest away from you and placing your hand under the casualty’s knee, bring the knee up so that the casualty’s foot is resting on the floor, tucked in next to their other knee.

Turning the casualty

Keep your left hand holding the casualty’s hand palm to palm, against the knee furthest away from you and place your right hand on the knee of the raised leg. Move back slightly from the casualty and roll them towards you and on to their side, by pulling on the knee.

Once the casualty is over, gently lay their head on the floor. Tilt the head back (moving the casualty’s head under the check as required), ensuring the airway stays open and is not obstructed by their own body. Move the upper leg so that the hip and knee are bent out at right angles to the body. This prevents the casualty from rolling backwards. Recheck breathing, pulse and check for responsiveness, every couple of minutes.

Remember: Knowledge alone is not enough and cannot replace the need for organised hands-on training. So don’t just read this article, learn a life skill, get on a course and learn to save a life.

For more information, visit www.dental-resource.com.