

REPORTABLE EVENTS

April 2024 – June 2024

Two new SAC1 events and two new SAC2 events were reported.

SAC1

1. A patient who had fallen was assessed over the phone and not seen by ambulance. The patient re-presented the next day status one and was subsequently transported to hospital. The patient died the following day. This case was managed with another provider.

2. A call review was triggered after a response delay to a critical patient. This case was managed with another provider.

SAC2

1. A patient activated their medical alarm and was found 20 minutes later by a whanau member in cardiac arrest.

2. An incorrect address was entered for a patient in cardiac arrest, resulting in a response delay.