Areu: Lombardia's response to medical rescue

On april 2nd 2008 the Regional Council of Regione Lombardia has established AREU (Azienda Regionale Emergenza Urgenza- Regional Emergency Service Company).
AREU is instituted to develop the integration of the intra and extra hospital healthcare emergency, to ensure a uniform and effective quality in territorial emergency rescue, to coordinate the transportation of organs, tissues and teams in making harvesting and transplantation, to acquire the assets of exchange and clearing of blood and blood components.

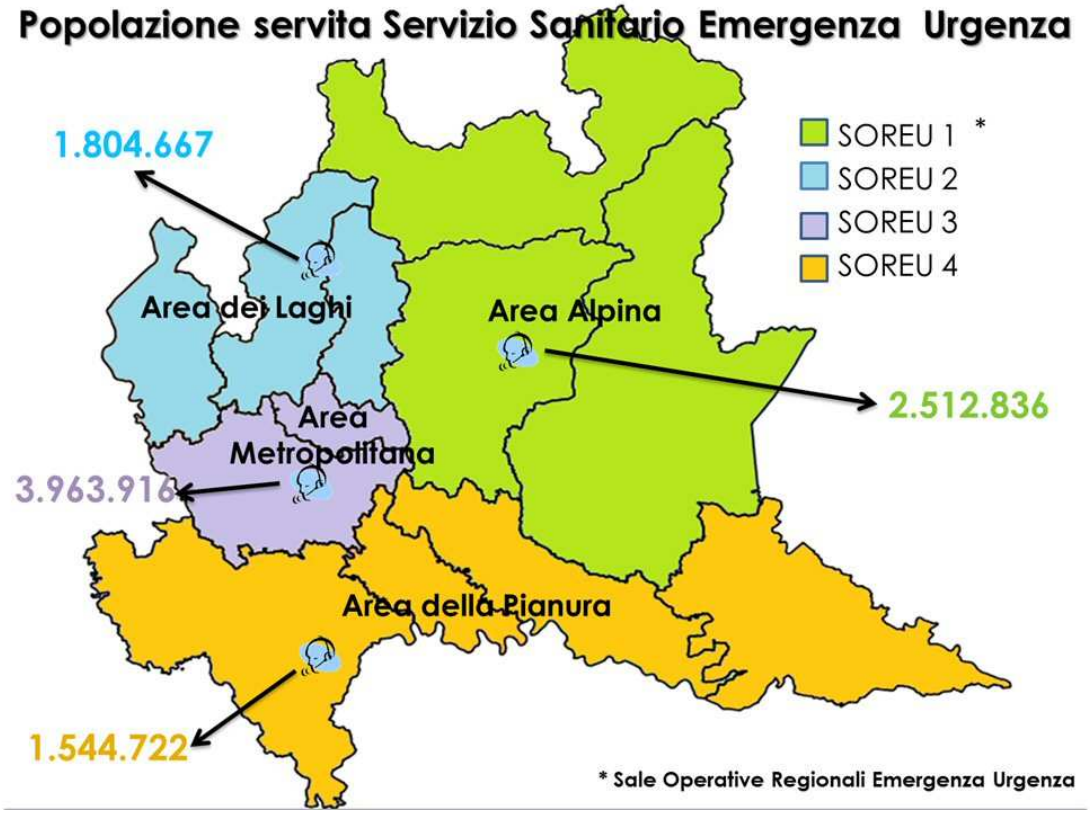
AREU takes care of 10 Million people; it's organized like a regional public service corporation.

Its main objective is the unification and coordination of all the emergency activities on the regional territory. This includes people, processes, organizations, technology and knowledge coordination for all the resources used in the out-of-hospital Healthcare Emergency system.

AREU has also been selected has the organization responsible to build the first Italian PSAP 1 devoted to the management of the NUE 112 in Lombardia region. This experimental project will show the feasibility of the implementation of a double level approach to the management for all the emergency calls for all the citizens.

AREU's organization

AREU's organization is based on 4 Emergency call dispatch points (Sale Operative Regionali dell'Emergenza Urgenza -SOREU); each of them is part of "AAT" (Articolazioni Aziendali Territoriali), an aggregate of assets, people and companies organized to ensure rescue.



AREU aims to provide an effective service network by working to aggregate Emergency Territorial Rescue, Emergency Hospital and territory, in order to let The organization go to a hospital for all activities related to their AED (Accept and Emergency Department).

The model of network is "Hub and spoke". Hubs are the centers of reference, where there is an adequate concentration of casuistry and where the activity is integrated with the peripheral centers (SPOKE) - hospitals without teams of highly specialized centers, that ensure continuity and transfer, when necessary, to patients at the Center hub quickly and effectively as well . Spoke ensures relocation from Hub of patients already treated, in order to play the role of optimal filter based on the severity of cases.

AREU provides education and training to the professionals working in the field of emergency, and identifies and proposes to citizens communication strategies and effective information materials to be adopted in larger campaigns.

Some data of emergency territorial rescue in Lombardia

- 9.823.697 Lombardia's residents
- 1.546 villages
- 661.877 Emergency Missions realized (2012)
- 7 Emergency Call Dispatch points
- 284 BLS Basic life support emergency vehicles
- 300 ILS Intermediate life support emergency vehicles with nurse
- 50 ALS Advanced life support emergency vehicles with medical equipment
- 5 rescue HEMS

The Number 1-1-8

1-1-8 is the reference number to call for help in case of emergency.
The number 1-1-8 connects the citizen with the Operation Headquarters which receives calls, evaluates the seriousness of the situation and, if necessary, sends the staff and emergency vehicles most suitable for the situation.
1-1-8 is a free number and is active across the entire national territory, 24/7.

How to call the number 1-1-8:

- Dial the 1-1-8.
- Calmly answer the operator's questions and hold the line until asked to do so.
- Give your own phone number.
- Specify the place where the event is taking place (town, street, street number).
- Explain the event (a person is unwell; there has been an accident, etc.) and explain what you can see.
- Specify the number of people involved.

• Describe the condition of the person involved: is he/she responding, breathing, bleeding, has pains?

• Describe the specific situation: small child, pregnant woman, elderly person, person with known illnesses (heart conditions, asthma, diabetes, epilepsy, etc.).

⇒ The conversation must be carried out with a clear voice and all the information requested by the operator must be provided so that he can analyse them: it is not a waste of time!!

Waiting for the emergency services

what to do

• Follow the instructions provided by the 1-1-8 staff

• Cover the patient and protect him/her from the environment

• Encourage and reassure the patient

• In case of accident, do not hinder the arrival of the emergency services and signal the danger to passers-by

• Carefully unfasten tight garments (belt, tie) to facilitate breathing

What not to do

• DO NOT panic

• DO NOT move the traumatized person unless this is strictly necessary as a result of danger within the surrounding area (gas, fire, immediate risk of a building collapsing, etc.)

- DO NOT give the person food or drinks
- DO NOT allow them to take medicines

IMPORTANT: NEVER use the line you used to call the emergency services: you may be called at anytime for additional information or instructions