

# EM CARE

Towards saving lives and bringing hope

**CALL 108**  
**EMERGENCY**  
• MEDICAL • POLICE • FIRE

Spreading... **SMILE**

## Partnering States and Union Territories



Towards Saving Lives and Bringing Hope...

Launched on 15<sup>th</sup> August 2005 in Hyderabad  
and expanded to 15 States and 2 Union Territories



**1,85,780** CALLS ANSWERED EVERY DAY



**25,742** EMERGENCIES RESPONDED PER DAY FLEET OF  
**7,083** AMBULANCES BY TRAVELLING DISTANCE OF  
**10,69,260** KM PER DAY  
**4,48,48,194** EMERGENCIES RESPONDED



**17,43,468** LIVES SAVED SINCE INCEPTION.  
**4,22,988** DELIVERIES ASSISTED BY EMTs.



## A opportunity of training EMTs from Srilanka - first step in GVK EMRI going international in operations

Month of May has given several opportunities to carry out certain special activities at GVK EMRI. Foremost was to train EMTs from Srilanka for the foundation training in our main campus. It was heartening to recollect that nearly 130 students were made to undergo our standard training, but encouraged to learn about cultural heritage and GVK EMRI values. On 19<sup>th</sup> May, "Vesak", festival of Buddha Purnima was also celebrated to enable EMT trainee students feel home away from home. Venerable Buddhist monk who was specially invited highlighted that the ambulance duty is not a job but a service.



8<sup>th</sup> May was exclusive because "Mothers' Day" was celebrated. So far, over 1.5 Crore pregnant women were served and over 420,000 deliveries were assisted in 108 GVK EMRI operations. Pregnant women are the leading group of beneficiaries in all our operating states. Under 102 JSSK, nearly 1.3 Crore mothers were served. In 181 Women Helpline "Abhayam" over 132,000 calls were responded and nearly 78,000 women were counseled. In Mother and Child Tracking Facilitation Centers, over 20,00,000 calls were answered on mothers. Training and research at GVK EMRI in reduction of MMR and other aspects of maternal care both by the organization and through Stanford collaboration reflects GVK EMRI priority commitment to the mothers in India. 12<sup>th</sup> May was celebrated as Nurses Day. Nurses are always a force for change to improve health systems resilience. Nurses are heart of health care. GVK EMRI have ANMs, GNMs, Staff Nurses in various capacities. Majority of times, nurses are the one who mostly take over emergency cases while transferring from 108 ambulances.

May month being hottest in the year, various states have enhanced preparedness to overcome heat illness emergencies. Many state units have published health education messages how to prevent oneself from heat stroke. Thus, GVK EMRI has successfully balancing its EMS role through services and involving in public education in preventing emergencies. This approach should widen to all types of emergencies in future.

National Pilots Day was celebrated at GVK EMRI on 26<sup>th</sup> May. State and national level leaders thanked the Pilots for their pivotal role in 108 & 102 services. Pilots were appreciated for maintaining ambulances in a majestic way as "Face of the Organization" as well as getting best possible KMPL.

Lastly, my congratulations to the team **Madhya Pradesh** for winning national savior EM CARE award for the month of May.

With best wishes  
**K. Krishnam Raju**  
DIRECTOR - GVK EMRI

On 24th May 2016 GVK EMRI Chhattisgarh 108 Team received 'GURV' Award in Health Sector from the Chief Guest Parliamentary Secretary Shri.Ambesh Jangade & Dist. Collector Shri. Bharti Dasan.



On 19th May 2016 GVK EMRI Uttarakhand, Mussoorie 108 Ambulance Team has received an award for the best performance from Rotary Club.



**रोटरी क्लब ने 22 लोगों को किया सम्मानित**

मसूरी। कन्वेंट होटल

सम्मान

रोटरी क्लब ने वार्षिक सर्वोत्कृष्टता पुरस्कार के लक्ष्य निर्धारित करने में अपनी सफल होने वाली 22 लोगों को पुरस्कृत किया है।

पुरस्कार की शारदीय समारोह में क्लब के अध्यक्ष ने वार्षिक-समाप्तकालीन कार्यवाही सुचारु की श्रेष्ठताओं को प्रशंसित, परम्परागत योगी, अकाली राधा, रोटरी अर्थसहायक टीम कार्यक्रम, सहायक, प्रशासनिक कार्य के अत्यधिक सफलतापूर्वक निष्पत्तियों में दिखाने के लिए, परम शक्ति निर्धारित अवसरों के प्रत्येक दिन, योगी, रोटरी अवसरों के प्रति सफलता और अतिरिक्तियों के प्रत्येक रात

सम्मान

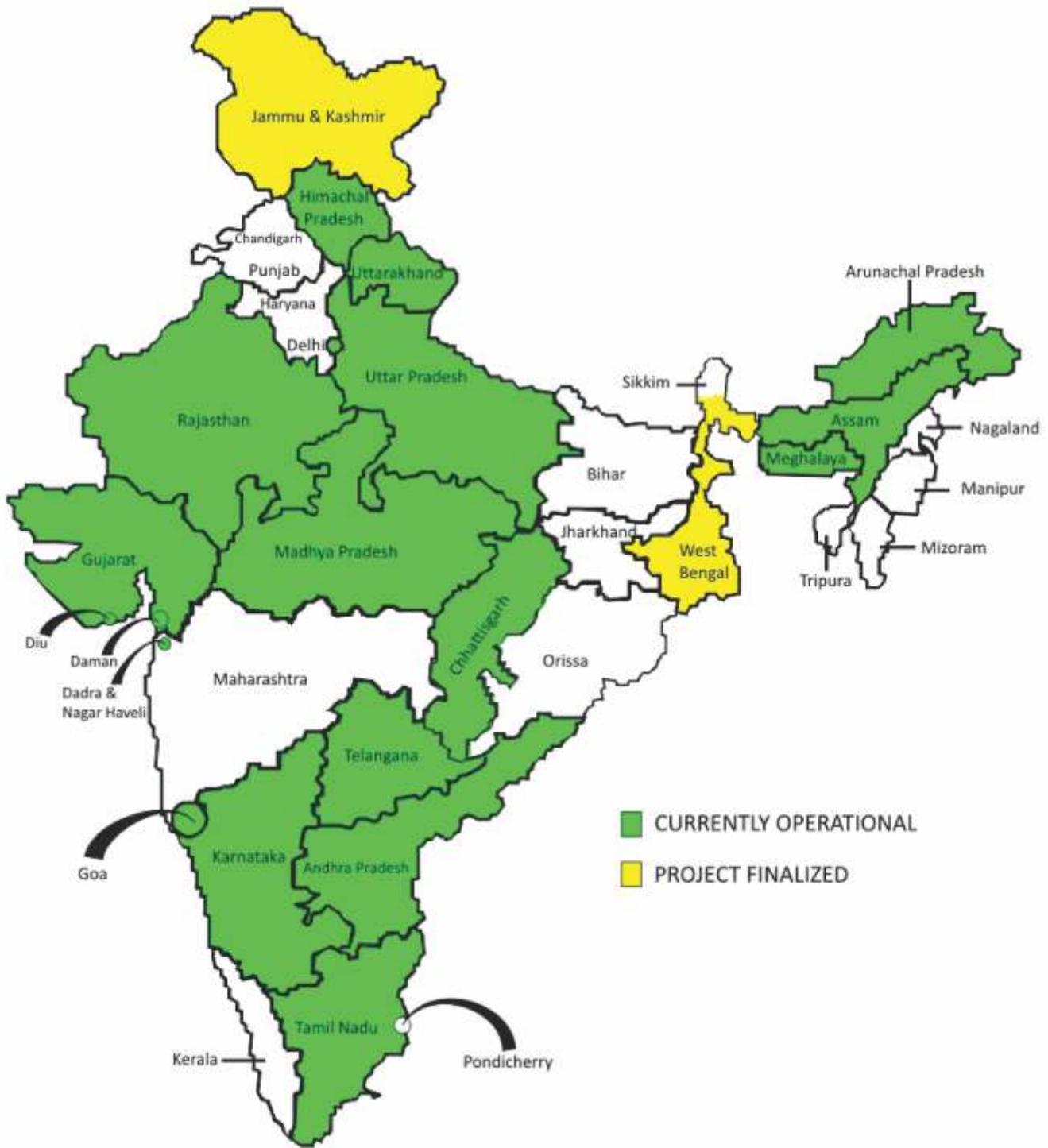
- विभिन्न क्षेत्रों में बेहतर सेवाओं के लिए किया सम्मानित
- सम्मान के लिए आवेदनित किया गया सघोरता

को उत्कृष्ट सेवाओं के लिए सम्मानित किया गया।

इसके अलावा सम्मानित विभाग में सहायक, मुन्ना, परिभा, धाम, रामकुमार, अमित को सम्मानित किया गया। इस सीके पर रोटरी के अध्यक्ष संजय अग्रवाल, डा. जीके रावत, अत्यधिक अतिरिक्त, एनके राठी, प्रभोद राठी, अर्जुन केन्दु, सैनेड अग्रवाल अतिरिक्त कर्मचारी के साथ भी उपस्थित रहे।



# Launching on 15<sup>th</sup> Aug'05 in Hyderabad and expanded to 15 States and 2 Union Territories





108 attends over 2,50,000 calls per day and 97% calls gets picked-up before 2 rings.

Aiming to reduce the neonatal mortality rate, GVK EMRI has launched Neonatal Ambulance equipped with all the facilities to shift newborns to emergency care.



Neonatal Ambulance



Drop-back Ambulance

To reduce infant & maternal mortality rate, "Drop-back Ambulances" are being inducted into service to shift newly born babies to their home in a sterile condition.

Specifically targeted to reach the people of rural areas, "Mobile Medical Units" meets the healthcare needs of individuals who may not have transportation or access to hospitals, clinics or medical offices.



Mobile Medical Unit (MMU)



Boat Ambulance

For quick response to medical emergencies in riverine areas and during floods, GVK EMRI has introduced "Boat Ambulances".

Dedicated for providing Inter Facility Transfer (IFT), these ambulances shift patients from one Hospital to another in case of emergencies.



Inter Facility Transfer (IFT)



Doli-palki

To access hilly terrains where there is minimal or no road connectivity, "Doli-palki" is a novel thought conceived and implemented by GVK EMRI.

In case of any health emergency, "Call 104" is the service which provides information and advice pertaining to primary action need to be taken.



To hinder crime rate and ensure peace in the society, GVK EMRI's "Dial 100" has deployed high-end technology for analyzing calls, better information gathering, prompt response, follow up and faster information sharing across various levels.

To help women in distress and block increasing crime rate against women, "Call 181" is a new service dedicated to women needing help through



## Physical Progress

S. No	Name of the State Government	No of Ambulances	Emergencies Since Inception	Emergencies Attended in May' 16	Deliveries Assisted by EMT since Inception	Deliveries Assisted by EMT in May' 16	Lives saved since Inception	Lives saved in May' 16
1	Andhra Pradesh	468	62,40,441	63,483	65,283	455	1,79,943	3,461
2	Telangana	334	47,01,062	44,163	47,203	256	1,25,477	2,501
3	Gujarat	585	65,52,414	1,06,489	65,164	653	5,10,982	7,336
4	Uttarakhand	140	10,53,741	15,224	10,724	169	25,794	498
5	Goa	34	3,20,008	3,079	576	11	22,954	286
6	Tamilnadu	781	53,13,349	1,05,310	25,428	500	3,27,931	2,229
7	Karnataka	711	45,31,938	82,802	39,131	223	1,53,052	1,360
8	Assam	701	29,94,711	47,239	27,808	424	1,26,387	1,107
9	Meghalaya	47	1,30,632	2,007	1,328	34	15,166	199
10	Madhya Pradesh	624	34,30,204	95,108	25,999	189	91,166	1,891
11	Himachal Pradesh	195	7,13,531	13,769	6,300	95	53,690	1,488
12	Chhattisgarh	240	11,72,458	24,364	11,434	37	39,628	1,274
13	Diu Daman & Dadra Nagar Haveli	17	93,229	2,749	489	17	5,111	111
14	Uttar Pradesh	1,488	63,24,749	2,24,882	90,415	289	90,035	-
15	Rajasthan	736	14,30,789	39,595	9,189	165	-	-
16	Kerala	-	73,143	-	34	-	-	-
<b>National</b>		<b>7,101</b>	<b>4,50,76,399</b>	<b>8,70,263</b>	<b>4,26,505</b>	<b>3,517</b>	<b>17,67,316</b>	<b>23,741</b>
Per Day Calculation			28,073		113		791	

## Janani Shishu Suraksha Karyakram (Mother & Child)

S. No	Name of the State Government	No of Janani Ambulances as on May' 16	Janani Beneficiaries Since Inception	Janani Beneficiaries May' 16
1	Assam	235	8,48,811	21,399
2	Uttarakhand	108	2,37,217	4,846
3	Gujarat	258	7,91,431	47,647
4	Andhra Pradesh	279	1,43,799	19,515
5	Telangana	2	45,210	858
6	Chhattisgarh	300	13,04,148	55,045
7	Uttar Pradesh	2,270	1,06,86,384	7,26,216
8	Himachal Pradesh	125	69,544	3,181
9	Goa	4	3,007	164
<b>Total</b>		<b>3,581</b>	<b>1,41,29,551</b>	<b>8,78,871</b>
Per Day Calculation		28,351 Dispatches/ Day		





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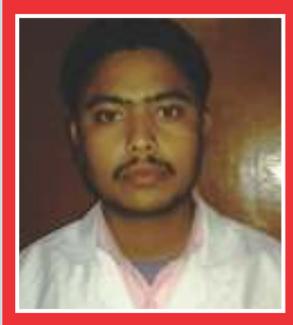
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**NOT FOR PROFIT ORGANISATION OPERATING IN PUBLIC PRIVATE PARTNERSHIP MODEL**



# 108 SAVIORS OF MADHYA PRADESH STATE TEAM



**EMT  
YOGESH PAWAR**

## REFLECTION BY EMT: YOGESH PAWAR

“ The victim had a serious non vehicular trauma and was in a critical condition. He was lucky that he received prompt prehospital care in the 108 ambulance which prevented his condition from deteriorating further. His bleeding stopped and his unstable vitals also stabilized by the time we reached the hospital. His relatives thanked 108 for saving his life.”



**PILOT  
SANTOSH MATE**

## REFLECTION BY PILOT: SANTOSH MATE

“ This was a challenging and intriguing case for me and EMT to handle. We both put our best efforts in providing pre hospital care to the victim, so that, his condition might not become fatal. I assisted the EMT not only in handling the victim but also in providing medical care, by applying the training which has been provided to me by GVK EMRI organization.”

## MEDIA COVERAGE

**खोखरा कोयलारी में कुएं पर काम कर रहे मजदूर के सिर में घुसी सरिया, गंभीर**

शाम 4 बजे की घटना, जिला अस्पताल रेफर

माखर तंजादयत | खंडौरी

बृहन्नेहन ग्राम पंचायत के खोखरा कोयलारी गांव में बुधवार शाम 4 बजे कुएं में काम कर रहे मजदूर के सिर में सरिया घुस गई। मजदूर को इलाका गंभीर होने पर जिला अस्पताल रेफर किया है। 108 के इम्टी योगेश पवार और पापलट स्नेह मटे ने बताया गणराज सिंह पिता अमरलाल बरफडे 42 वर्ष कुएं में काम कर रहा था। इसी दौरान कुएं से मिट्टी निकलने वाली मशीन की 18 एमएम की सरिया उसके सिर में धुस गई। मजदूर के सिर में करीब 2 से 3 इंच तक सरिया धुसने से खून को धर बहने लगी थी।

मजदूर को जिला अस्पताल ले जाते हुए।



**MADHYA PADESH STATE TEAM - BETUL DISTRICT**

- EMT      YOGESH PAWAR
- PILOT    SANTOSH MATE



Patients Receiving  
Pre hospital Care  
In 108 Ambulance

**AMBULANCE LOCATION:**  
GHORADONGRI

**CASE ID:** 20160002433311

**DATE:** 11/05/16

**CALL TIME:** 15:53

**ERCPC :** DR. SHWETA RAUT

**RECEIVING HOSPITAL:**  
DISTRICT HOSPITAL BETUL.

**TOLL FOR CARELESSNESS**

Gajraj was a laborer by occupation. He was 42 years of age. Gajraj used to work in the farms for his livelihood. Gajraj then went to the farms where he got engaged in digging a well. Gajraj and few other laborers put all their strength to dig the well. Hours passed and Gajraj had lunch. After lunch Gajraj rested for some time and then again started on his task of digging the well. Suddenly a metal rod struck Gajraj on the head. Gajraj shrieked with pain and blood started gushing out from the wound. There was panic in the vicinity and one of the labourers called for 108 ambulance. An ambulance from Ghoradongri location was assigned the case. The ambulance reached in 5 minutes. The ambulance had EMT Yogesh Pawar and Pilot Santosh Mate. They loaded the victim in the ambulance and headed towards the hospital.

In the ambulance, EMT observed that the victim was conscious. He had a large wound on the front of his head from which he was bleeding profusely. EMT promptly did bandaging of the wound. This provided hemostasis and the bleeding stopped. Next EMT took the vitals of the victim. The pulse was low at 40 beats per minute and the blood pressure was also low at 90/60 mmHg. EMT contacted duty ERCPC Dr. Shweta and managed the victim according to the advice of the duty ERCPC. The victim was in excruciating pain. EMT gave him a pain killer injection. As the blood pressure was low, EMT gave free flow IV RL to the victim. EMT gave other life saving medications to the victim. All these manuevers benefitted the victim and his pain decreased in intensity. The blood pressure now at 100/70 mmHg and pulse was 63 beats per minute. Gajraj was shifted to the hospital in a stable condition.

**REFLECTION OF AMAR LAL (FATHER)**

The condition of my son was very critical after he was hit by a metal rod while digging a well. He started bleeding profusely but 108 ambulance came promptly. The paramedical staff in the 108 ambulance very efficiently managed my son and saved his life. I want to thank the entire 108 ambulance team for their care and service provided to my son.



# 108 SAVIORS OF ANDHRA PRADESH TEAM



**EMT**  
**ABDUL H BABU MD**

## REFLECTION BY EMT: ABDUL H BABU MD

“We still can't believe that we have managed such a miserable MCI, but we feel very happy that we could reach the scene without delay. We sincerely worked hard to extricate some of the victims from the deep valley. Everybody appreciated our timely arrival and efficient lifesaving service.”



**PILOT**  
**VENKATA RAMANA SEERAMREDDY**

## REFLECTION BY PILOT: VENKATA RAMANA SEERAMREDDY

“We are proud to have done good work in this MCI. One cannot measure our team work which we delivered to all the injured victims in this MCI. I am very thankful to this organization to have given an opportunity of this holy work to save lives”

## MEDIA COVERAGE



## ANDHRA PRADESH STATE TEAM - EAST GODAVARI DISTRICT

- EMT      ABDUL H BABU MD
- PILOT    VENKATA RAMANA SEERAMREDDY



Patient Receiving  
Pre hospital Care  
In 108 Ambulance

### RTA / TOURIST BUS OVER TURN

On 09<sup>th</sup> May, about 45 tourists belonging to Manchiryala of Adilabad district were traveling from Annavaram to Bhadrachalam while returning from holy Varanasi town. Due to deep turnings at the ghat road and sleeplessness of the driver, the bus over turned from about five hundred feet high mountain road and rolled over into the valley, but fortunately the bus stopped rolling down at fifty feet high due to flat area of the hill. This happened at about 05:30 am at lonely, weak mobile network area. No information could be passed to our ERC up to 06:50. All the passengers struggled for more than one hour without any help. Some of the passengers called to 108 and requested help from 108 as well as from Police.

On reaching the scene, EMT Abdul performed a rapid trauma survey and found that in this incident one victim Mrs. Vijaya Kumari, aged 50 years female has lost her life and about fifteen members were severely injured. The driver Mr. Krishna Murthy had an open fracture of his right hand. Another victim Mrs. Lakshmi Bai aged 60 years female had an amputation of her right hand and so many other victims had multiple fractures and severe bleeding injuries. One person who got stuck beneath the bus, it took about forty minutes to extricate him. Some of the victims reached the road by taking support of the trees and rocks, some of the victims were lifted up to the road with the help of rope.

Our Maredumilli ambulance staff provided appropriate prehospital care like wound care, splinting and immobilization of the fractured limbs of the victims and shifted the victims by making two trips and other police vehicles actively participated to shift all the victims, to the near by Area Hospital, Rampachodavaram for further care and management.

ITDA Project Officer, Additional Superintendent of Police who visited the incident site have given required guidance. Local MLA who visited the victims at the hospital appreciated and praised our timely response, care and management of Multi Casualty Incident.

**AMBULANCE LOCATION:**  
MAREDUMILLI

**CASE ID:** 13507728

**DATE:** 09/05/2016

**CALL TIME:** 06:51

**ERCP:** DR. RAJESH

**RECEIVING HOSPITAL:**  
AREA HOSPITAL,  
RAMPACHODAVARAM.

# 108 SAVIORS OF ASSAM TEAM



**EMT  
LABA RAMCHIARY**

## REFLECTION BY EMT: AZADUR RAHMAN

“ I feel very much satisfied and happy after shifting the patient. I am very happy to be associated with GVK EMRI. It gives tremendous pleasure that I could help the victim and gave the pre-hospital care.”

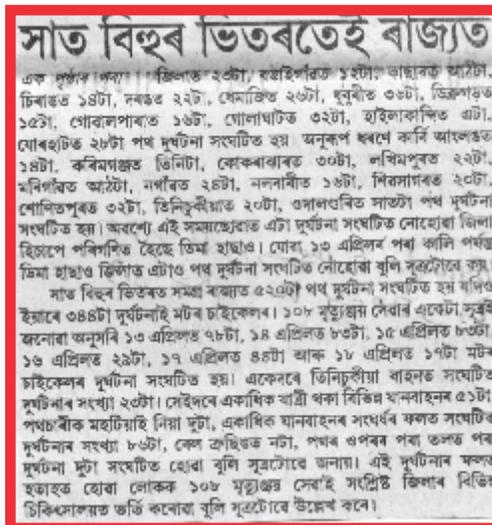


**PILOT  
AKKASH**

## REFLECTION BY PILOT: AKKASH

“ I also feel very much happy that I am also a part of this noble service and I could help my EMT. We both will always remember the amount of gratefulness we received from his family members and also from the other village people who were present there.”

## MEDIA COVERAGE



**ASSAM STATE TEAM - NALBARI DISTRICT**

- EMT AZADUR RAHMAN
- PILOT AKKASH



Patient Receiving  
Pre hospital Care  
In 108 Ambulance

**HYPERTENSIVE PATIENT CRAVING FOR OXYGEN WITH HYPOGLYCEMIA**

Mrs.Khatun of 60 years of age is an inhabitant of Nalbari District. She is a house wife. She has two young sons.

She being a known hypertensive approached 108 service with a complaint of difficult breathing for over one hour in the evening of 16<sup>th</sup> May 2016.108 team of Mukalmua location responded to call when received assignment at 6:16 PM.

On arriving at the location EMT Mr. Azadur Rahman found the patient was in tachypnea. Immediately he placed the patient in a propped up position. Airway though was patent and protected, breathing was rapid and accessory muscles of respiration were visible. Auscultation revealed wheezing on right side and normal breath sound on left side of chest. Pulse rate was 98 beats per min and blood pressure was 170/110 mm of Hg. Blood glucose level was 65 mg/dl when measured.

With ERCP Dr. Manoj Sarma advice patient was nebulized with bronchodilators placed in Fowler's position. EMT immediately connected oxygen to the victim at the rate of 6-8 liters /min via simple face mask. EMT gave Dextrose 25% to the victim through IV cannulation. Patient was shifted to the ambulance and immediately transported to the nearest health care facility (Mukalmua CHC).

En-route the patient was constantly monitored by the EMT.

On 48 hrs follow up, patient is found to be alive and recovering in hospital.

**AMBULANCE LOCATION:**  
MUKALMUA, NALBARI

**CASE ID:** 1223382

**DATE:** 16/05/2016

**CALL TIME:** 6:39 PM

**ERCP :**DR. MANOJ SARMA

**RECEIVING HOSPITAL:**  
MUKALMUA CHC.

# 108 SAVIORS OF GOA TEAM



**EMT  
IVETTE DIAS**

## REFLECTION BY EMT: IVETTE DIAS

“ I am very happy that I got an opportunity to be associated with GVK EMRI 108 Ambulance services. It was very challenging to deal with breathless patients as they can any time go into respiratory arrest and me as an EMT always ready to use my prehospital skills and stabilize the patient.”



**PILOT  
AMRESH**

## REFLECTION BY PILOT: AMRESH

“ I would like to thank GVK EMRI for giving me an opportunity to be a part of life saving mission.”

## MEDIA COVERAGE



## GOA STATE TEAM - NORTH DISTRICT

- EMT IVETTE DIAS
- PILOT AMRESH

### SEVERE BREATHLESSNESS

On the 10<sup>th</sup> of May 2016 Taleigao ambulance team received a call from ERC at 22:29pm for a patient who was complaining of vomiting. The ambulance team comprising EMT Ivette and Pilot Rajendra arrived at the scene.

When the EMT entered the scene, she saw the patient sitting in a chair; sweating profusely and breathlessness. Immediately the EMT checked the blood pressure of the patient and found the patient to be hypertensive 220/110mmHg, then she checked the blood sugar, and the RBS was 108mg/dl. The EMT called the ERCP for medical advice and was told to give Tab. Sorbitrate 5mg SL and oxygen and to monitor the vitals. Then EMT shifted patient into the ambulance on the chair as keeping the patient supine on the stretcher would worsen the patient's condition.

The EMT took history and was told that the patient was a K/C/O HTN. The patient had one episode of vomiting and was very lethargic. In the ambulance, EMT gave the patient propped up position, put the patient on oxygen 6litres via simple face mask and connected the monitor to assess the condition of the patient continuously after every 5minute as it is a critical case; the BP was 220/90mmHg, pulse 90beats/min, SPO2 98% and RR 22breaths/min.

With the help of Pilot Rajendra safe driving, the EMT was able to shift the patient to the GMC in a stable condition.

**AMBULANCE LOCATION:**  
TALEIGAO

**CASE ID:** 2016000082948

**DATE:** 10/05/2016

**CALL TIME:** 22:29 PM

**ERCP:** DR. SHYANN

**RECEIVING HOSPITAL:**  
GMC, BAMBOLIM.



# 108 SAVIORS OF GUJARAT TEAM



**EMT**  
**KAPIL S BAGUL**

## REFLECTION BY EMT : KAPIL S BAGUL

“ In my 4 years of career, this is the 1<sup>st</sup> time I have assisted twin delivery followed by my 1<sup>st</sup> savior award. Handling this case and receiving Savior award has given me lot of satisfaction and motivation to work hard ahead. As the patient was from rural area, had never done a health check-up. She was unaware of having twins in her womb. But at last, it was a happy end to tense situation.”



**PILOT**  
**MOHSHIN KHAN**

## REFLECTION BY PILOT: MOHSHIN KHAN

“ I am thankful for selecting our case to be savior of the month. In this particular case I helped EMT to assist the delivery and ventilation with BVM. After few cycle of CPR as the baby shown signs of revival it brought lot of pleasure with us.”

## MEDIA COVERAGE



ગાંધીધામ ખાતે આરોગ્ય સંજ્ઞવની નામથી એમ્બ્યુઇન્સ ફાળવવામાં આવતા ગુરુવારે તેને આવકારાર્થે હતી. 108ની ટીમ આ એમ્બ્યુઇન્સનું સંચાલન કરશે. આ વાન નક્કી સમય પ્રમાણે જુદા-જુદા ગામોમાં જઈ બીમારી,સમાન્ય રોગો, નાની ઈજા, સગભા માતાની પ્રાથમિક સારવાર, નાના બાલકોની સારવાર વગેરે સેવા આપશે. લેબોરેટરી સુવિધા હિમોગ્લોબીન, મલેરીયા, યુરીન, લોહીમાં સુગર તથા પ્રગનેન્સીની ચકાસણી પણ થઈ શકશે. દરેક ગામની મુલાકાત વખતે આરોગ્ય શિક્ષણ, આરોગ્ય સંભાળ તથા યોજનાઓની માહિતી આપવામા આવશે તેનું જણાવવામાં આવ્યું હતું. (તસવીર-ખીમજી સંજેટ)



## GUJARAT STATE TEAM - DANG DISTRICT

- EMT KAPIL S BAGUL
- PILOT MOHSHIN KHAN



Patients Receiving  
Pre hospital Care  
In 108 Ambulance

**AMBULANCE LOCATION:**

AHWA

**CASE ID:** 20160001166536

**DATE:** 30-04-2016

**CALL TIME:** 06:21 HRS

**ERCPC:** DR. MILAN N CHAUDHARY,  
DR. NAVIKKUMAR J GONDALIYA

**RECEIVING HOSPITAL:**

AHWA CIVIL, DANG

### DELIVERING A PAIR OF LIVES

21 years old Rita S Chaudhari from Vanjar Godhi was going to be mother for 2<sup>nd</sup> time. On 30<sup>th</sup> of April, she began with abdominal pain, at about 06:21 hr the pain became intense. So her husband Sunil at once asked for an ambulance upon dialing 108.

The call was forwarded to Ahwa ambulance with EMT Kapil S Bagul and Pilot Mohshin Khan in uniform. Over the phone, EMT asked the necessary case details and advised Sunil to keep an attendant ready with patient and all the medical documents in hand. Soon then, EMT prepared a check list of all the necessary equipment and ticked the boxes accordingly.

On scene, EMT found Rita to be well responding to commands, but in a state of desperate. EMT Kapil quickly loaded patient into the ambulance with the help of collapsible stretcher.

In the ambulance, oxygen was started, thorough physical examination was done and vitals were recorded followed by left lateral position. As the ambulance travelled few miles, it was noted that the water sac had broken and she was about to deliver. The vehicle was asked to make an unscheduled stop. With the help of Pilot Mohshin and as per the guidance of Emergency Response Centre Physician Dr. Milan N Chaudhary delivery was conducted and necessary baby care and medication were given.

Heading towards the hospital, Rita again started with pain in abdomen in further examination crowning of second baby was visible at vagina. Again Pilot was requested to park ambulance at safe location and help EMT to assist delivery. For both the babies airway was cleared, mopped with towel, covered in blanket and vitals were recorded. Vital Examination revealed critical vitals with low respiratory rate, low pulse and cyanotic skin of second baby. At once EMT began with chest compression and oxygenation with BVM.

The vitals were informed to Emergency response centre Physician Dr. Navikkumar J Gondaliya for online medical direction and the word of wise was followed by EMT Kapil. The ambulance drove to AHWA Civil, Dang where doctors said mother and twins were in good health.

Few lines from a poem on life go like this  
 "...perhaps you'll go places you never expected  
 And see things that you've never seen,  
 Or travel to fabulous, faraway worlds  
 And wonder spots in between "



# 108 SAVIORS OF HIMACHAL PRADESH TEAM



**EMT  
VINOD**

## REFLECTION BY EMT: VINOD

" I am Vinod working as an EMT in GVK EMRI 108 at CHC Haroli Location in District Una .I am working in GVK EMRI as an EMT since 3 years. GVK EMRI 108 has given me a great opportunity to serve people. During this case I experienced various challenges. Patient was in labor pain with crowning stage, the baby delivered in ambulance, and with the help of the pre hospital care, we could manage the case."



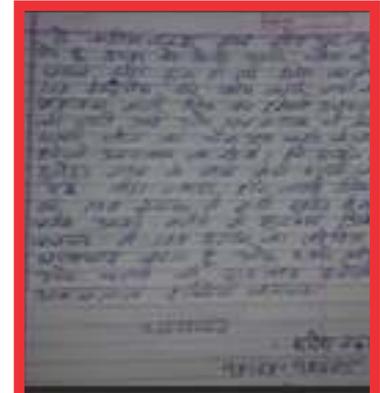
**PILOT  
PRADEEP**

## REFLECTION BY PILOT: PRADEEP

" I am Pardeep working as Pilot in GVK EMRI 108 at CHC Haroli Location in District Una. I assisted the EMT in conducting the delivery of a female baby in the ambulance. I learnt a lot from this case and managing this case added to my knowledge. After the successful delivery I along with the EMT shifted the newborn baby to ambulance. Finally, I drove the victim towards the hospital."

## MEDIA COVERAGE

## APPRECIATION LETTER



## HIMACHAL PRADESH STATE TEAM - SOLAN DISTRICT

- EMT VINOD
- PILOT PRADEEP



Patients Receiving  
Pre hospital Care  
In 108 Ambulance

### WOMAN DELIVERED A BABY IN 108 AMBULANCE

On 2<sup>nd</sup> May '16, 27 years old Female Mrs. Neeta Kumari was suffering from labor pains from past 3 hours. Her family members called 108 for help.

Immediate ambulance assistance given to the patient. EMT found Mrs. Neeta Kumari was conscious and was from labor pains, she was in 3<sup>rd</sup> gravida and full term having. She was restless and was sweating profusely. Patient was having contractions every 2-3 mins. Patient was immediately shifted inside the ambulance and was moved towards the nearest hospital. But after frequent reassessment EMT saw the crowning of head. He gave reassurance to mother and told her to push and with a moment a female baby delivered in ambulance with the assistance of EMT. Immediately EMT suctioning, cleaning and wrapped baby to keep the baby warm. EMT covered the baby with towel, and cut the umbilical cord. By listening the cry of the baby mother expressed thanks to the EMT hard work.

Immediately the team started moving for the CHC Haroli. EMT on observation and recorded mother and newborn baby vitals which were, Blood Pressure 100/74 mmhg Pulse: 92/min Respiration rate: 24/min, SPO2: 98% and Baby APGAR was 10/10.

EMT was regularly doing, vitals check up. After the prompt pre hospital care and great efforts by EMT, case was well managed and was shifted to CHC Haroli for further treatment.

**AMBULANCE LOCATION:**  
CHC HAROLI

**CASE ID:** 289550

**DATE:** 2/5/16

**CALL TIME:** 19:57

**ERCPC:** DR. RENU

**RECEIVING HOSPITAL:**  
CHC HAROLI.

# 108 SAVIORS OF KARNATAKA STATE TEAM



**EMT  
SARALA**

## REFLECTION BY EMT: SARALA

“ It was a very critical case which I handled. I would like to appreciate my Pilot Mr. Basavaraj for good support and rapid transport to the hospital. I would like to say thanks to GVK EMRI to make me work and to save such kind of critical cases. I would like to say thanks for the ERCPs for advices and also thank to EMLC Instructors training and who have supported me in the organization.”



**PILOT  
BASAVARAJ**

## REFLECTION BY PILOT: BASAVARAJ

“ I felt very happy because, we could treat and shift the precious life of the patient and while helping the EMT, I felt happy that I am also working to save lives. I am proud to be working in GVK EMRI.”

## MEDIA COVERAGE



**KARNATAKA STATE TEAM - MANDYA DISTRICT**

- EMT SARALA
- PILOT BASAVARAJ

**CASE OF POISONING**

On 24<sup>th</sup> May 2016, 26years female consumed the poison because of some family issue, she had given poison to her 9 years old kid before she consumed the poison. One of the family members recognized the emergency and they called 108. Immediately, our ERO assigned the case to Arkere location, our EMT Miss. Sarala & Pilot Basavaraj Reached the location within minutes. On scene, only one patient was there as her kid was already shifted to Bannur CHC.

On reaching the scene, EMT Sarala assessed patient level of consciousness and physical injuries, if any. On assessment she was unconscious, so along with proper airway management with an OPA and suctioning done, oxygen was provided via a NRBM mask. Then, she was safely loaded into the ambulance and taken towards the hospital.

While enroute to hospital, EMT Sarala ensured that all the vitals were recorded and the vitals were, Pulse 78 beats/min, RR 24 breaths/min, BP- 90/60 mm of Hg, Spo2 - 90% patient was hypotensive too, so her foot end was elevated and an IV access was done, later Oxygen was continued via Non Rebreathable mask. Our Physician Dr. Neetha was contacted for online medical direction. According to her advice all the necessary drugs were provided. Constant monitoring of the vital signs was done to ensure the patient was stable and improving after the care being provided. On reaching KR hospital, the vitals had improved.

On 48 hour follow up, her family members echoed blessing for our skillful services and timely help that saved this precious life.

**AMBULANCE LOCATION:**  
ARKERE

**CASE ID:** 2102857

**DATE:** 24/05/2016

**CALL TIME:** 9:56 HRS

**ERCP:** DR. NEETA

**RECEIVING HOSPITAL:**  
KR HOSPITAL.

# 108 SAVIORS OF MEGHALAYA STATE TEAM



**EMT  
PANDIT RABHA**

## REFLECTION BY EMT: PANDIT RABHA

“ Even though the reason is not known as to why they assaulted him, but it is sad that at this day and age people still resort to such type of violence for reason best known to them. He was in great pain before we reached the scene, but post the pre-hospital care there he was somewhat relieve from the pain and he was happy to know that he was in good hands to take care of him.”

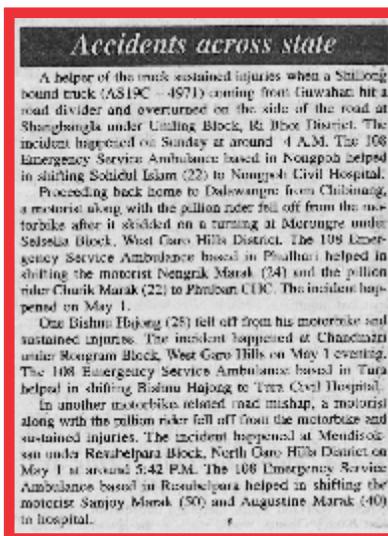


**PILOT  
BRANTHON MARAK**

## REFLECTION BY PILOT: BRANTHON MARAK

“ I wished that no one should go through the ordeal he went through but then that is not within our control. The villagers present of mind to immediately alert the ERC and the immediate arrival of the 108 ambulance team helped in saving his life. All this would not have been possible without the regular training we received from our state head office.”

## MEDIA COVERAGE



**MEGHALAYA STATE TEAM - RARI – NORTH GARO HILLS DISTRICT**

- EMT PANDIT RABHA
- PILOT BRANTHON MARAK



Patients Receiving  
Pre hospital Care  
In 108 Ambulance

**AMBULANCE LOCATION:**  
RARI BASE

**CASE ID:** 73277

**DATE:** 04/05/ 2016

**CALL TIME:** 19:53:36 P.M.

**ERCPC :** DR. JAMIR

**RECEIVING HOSPITAL:**  
SOLACE HOSPITAL,  
GOALPARA, ASSAM.

**UNKNOWN MISCREANT ASSAULT A DAILY WAGE WORKER**

After a hard day at work, a daily wage laborer had visited the weekly market on his way home. On completion of buying the necessary household items, fifty years old GangramSangma was walking back home. As he was passing thorough a poorly lit stretch of road, unknown miscreant pounced upon GangramSangma and started hitting him. Hearing his cry for help, nearby by villagers rushed to the spot and saw that he was lying on the ground and was moaning in pain. His attacker had fled the area before the arrival of the villager.

On receiving the information, after one of the villagers dialed 108, the Emergency Response Centre (ERC) immediately assigned the case to the 108 Emergency Service Ambulance based in Rari comprising of EMT PanditRabha and Pilot BranthonMarak.

On reaching the location, the EMT observed that Mr. Sangma had deep laceration on his head and wrist area. The victim was conscious but not oriented, the 108 team immediately shifted him inside the ambulance after which the EMT kept him in a comfortable position, applied wound care and administered oxygen at six liters per minute. ERCP advice was also taken. The EMT constantly checked and monitored his vital as the 108 Emergency Service Ambulance was en-route to Solace hospital in Goalpara, Assam.

Post 48 hrs follow up, it was informed by the concern hospital that Mr. GangramSangma condition is stable and he has been discharged from hospital.



# 108 SAVIORS OF TAMIL NADU STATE TEAM



**EMT  
HERAMBANATHAN**

## REFLECTION BY EMT: HERAMBANATHAN

“ It was a case with superficial 25% burns. Patient was conscious. This was a great opportunity to utilize my technical skills.”



**PILOT  
BASKAR**

## REFLECTION BY PILOT: BASKAR

“ We reached the scene, found the patient was critical, and immediately shifted the patient into our ambulance. We admitted the patient safely and I felt happy.”

## MEDIA COVERAGE

**17 dead in head-on collision between lorry and bus on Krishnagiri NH**

**NEWS**

**NEWS** In a gory accident, 17 people were killed, when a lorry ran over and crushed head-on with a private bus after smashing through the median on Krishnagiri-Bengaluru National Highway on Friday afternoon.

According to police sources, a private bus carrying 41 passengers was heading to Holar in Karnataka in the afternoon. When the bus reached Melurathi near those of around 1 pm, a speeding goods carrier from Karnataka overtook him for overtaking and collided head-on with the bus, killing 17 people on the spot. Sources said both the bus and the lorry were over-speed in the impact. The lorry driver and cleaner were among the immediate casualties.

Meanwhile, five more persons died in the ambulance while two died in the hospital. The remaining passengers are in a critical state in the Krishnagiri Government Hospital and a private hospital. Upon receiving the news, Health Commissioner, Superintendent of Police additional to charge, Krishnagiri district, accompanied by the medical team in ambulance, rushed to the spot.

Speaking to IANS, Gangadhar said, “The remains of the vehicles have been observed and the true moment of collision has been restored. We are investigating the cause of the accident and will issue the case soon.” He added that police officials from Bangalore would also inquire about the accident, as the region falls under his zone.

According to sources in the emergency services, a total of 41 people including 30 men, 4 women and a 13-year-old girl had died in the accident. “Treatment is being provided to the victims while the critical ones have been referred to medical colleges,” he said. Arrangements have been made for sending the bodies of the deceased to their respective homes, he added.

**Frequent checks needed**

The 108 helpline Krishnagiri is witnessing frequent accidents. Sources said police are strictly under the influence of alcohol were the main culprit. “The police should take more action and strictly frequent patrolling,” said a resident, who added that drivers should overtake other vehicles after passing accident. Chief Minister J Jayalitha has announced a subsidy of Rs 1 lakh each for the kin of the deceased and Rs 20,000 for the injured.

**Fire service personnel carrying out relief and rescue operations at the accident site on the NH in Krishnagiri on Friday**



It appeared on the Krishnagiri NH and the doctors are referring some critically injured to the Government Medical College Hospital for specialized treatment,” said H Prabhakar, Head, Tamil Nadu, Madhavaram, GVK KASU NH ambulance management. Meanwhile, some of the injured were admitted to private hospitals as their work wound.

C Krishnagiri, District Collector, Krishnagiri, who visited the Krishnagiri NH, mentioned that a total of 17 people including 30 men, 4 women and a 13-year-old girl had died in the accident. “Treatment is being provided to the victims while the critical ones have been referred to medical colleges,” he said. Arrangements have been made for sending the bodies of the deceased to their respective homes, he added.

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**TAMIL NADU STATE TEAM - THIRUVALLUR DISTRICT**

- EMT HERAMBANATHAN
- PILOT BASKAR



Patients Receiving  
Pre hospital Care  
In 108 Ambulance

**CASE OF BURNS**

On 16.06.16, 21.23 hrs, we received a call near Nasarethpettai for 20 years old male, case of Burns. Our amby immediately reached the scene and EMT assessed the patient. Patient was conscious, having 25% of burns over the abdomen, neck, back and anterior thigh. It was first degree superficial burns. Vitals stable. ERCP advice taken from Dr. Dhamayanthi. Thorough saline wash given. IVF-NS and RL administered. Vitals monitored at regular intervals and admitted safely at Kilpauk Medical College, Chennai.

On 48 hrs follow up, patient was found to be alive and was recovering in burns unit.

**AMBULANCE LOCATION:**  
NASARTH PETTAI

**CASE ID:** 2631586

**DATE:** 16/05/2016

**CALL TIME:** 9.23 PM

**ERCP:** DR. DHAMAYANTHI

**RECEIVING HOSPITAL:**  
KMC, CHENNAI.



## TELANGANA STATE TEAM - ADILABAD DISTRICT

- EMT SURESH DHARMAJI
- PILOT RAJA KUMAR SATKURI

### EMERGENCY IN A DOMESTIC WELL

Mr. Sikhander aged 29 year male is a daily wage worker who cleans the wells. On 23<sup>rd</sup> May morning, Sikhander was assigned to clean a deep well which was not in regular usage. Sikhander started his work with help of another person and he went down the well with the help of rope, which is roughly more than 40 feet deep. In the due course of time the indication to pull the rope suddenly stopped, the helper raised the alarm and the owner of the well also came shouted from the top “whether there is any problem” Sikhander did not responded, so the owner suspecting some danger, immediately called 108 ambulances to save the victim and also called the local police for help.

On reaching the scene, EMT Suresh noticed the Police personnel were already in the process of trying to bring the victim out and he is not responding. EMT assessed the situation; found that the victim was not visible because of the deep narrow well. By the information gathered from the police personnel, EMT suspected the victim was semi conscious because of hypoxia in the deep and narrow well. EMT took the advice of Dr. Kalpana and decided with the help of Pilot to provide oxygen to the victim with the help of 100 meters pipe, which was procured at that moment. (It has the same diameter as oxygen tube available in the ambulance). EMT connected one end of the tube to oxygen unit and the simple face mask to the other end sent into the well with high flow of oxygen. EMT and Police personnel started giving commands loudly to the victim to apply mask to his face. The victim inside the well started responding to the commands from outside of the well.

After breathing the oxygen rich air, victim was responding to the commands of EMT, Pilot and the Police personnel. Soon they sent an additional rope and commanded to tie the rope around his waist. After he tied the rope around the waist, given indication to pull him up. EMT, Pilot along with the help of bystanders and the Police personnel slowly helped him to come up the well, he was given oxygen supply continuously.

At the scene EMT, Pilot along with the Police personnel and bystanders spent nearly two hours to help the victim come out of the well and shifted him carefully into the ambulance. Baseline vitals were monitored; BP 90/60 mm of Hg, Pulse rate 60/min and Respiratory rate 16/min. Again on the advice of ERCP Dr. Kalpana, IV RL initiated and IV Injection Deriphilin was given.

On scene, the prompt response given by our team of GVK EMRI 108 services was well appreciated by the bystanders and police personnel.

The victim was transported to Suraksha Hospital, Kaghaznagar for further management and care. Our Associates learnt from the 48hrs follow-up and further recent enquiry this victim has recovered completely and well.

#### AMBULANCE LOCATION:

FIRE STATION,  
KAGHAZNAGAR.

**CASE ID:** 15268673

**DATE:** 23/05/2016

**CALL TIME:** 11:20

**ERCP:** DR. KALPANA

#### RECEIVING HOSPITAL:

SURAKSHA HOSPITAL,  
KAGHAZNAGAR.



# 108 SAVIORS OF UTTAR PRADESH STATE TEAM



**EMT  
BHAGVAT PRASAD**

## REFLECTION BY EMT : BHAGVAT PRASAD

"I feel happy that I could manage this case by using triage and the protocols that I had learnt in my training."



**PILOT  
RAMJEEYAVAN YADAV**

## REFLECTION BY PILOT : RAMJEEYAVAN YADAV

"I felt very happy to be a part of rescue efforts in this special scenario of MCI. I and my EMT worked very hard to manage the injured victims."

## MEDIA COVERAGE



**UTTAR PRADESH STATE TEAM - SANT KABIR NAGAR DISTRICT**

- EMT BHAGWAT PRASAD
- PILOT RAMJEEYAVAN YADAV



Patients Receiving  
Pre hospital Care  
In 108 Ambulance

**CASE OF AN ASSAULT**

On 5th May at 22:04 hrs EMT Bhagwat Prasad was dispatched to attend a assault case. It was a quarrel between two groups.

On reaching the scene EMT performed a brief scene survey and noticed that nearly 12 people were severely injured. Pilot Ramjeeeyavan Yadav along with the help of EMT called ERC and requested for additional help. EMT performed triage and found one victim with laceration at frontal region of the head, blunt trauma to chest and abdomen. Immediately using the available resources EMT started providing pre hospital care. Victim was complaining about tenderness at pelvic region and was having breathing difficulty, who is immediately shifted into the ambulance and provided appropriate pre hospital care. Rapid transport decision was taken to shift the victim to nearest hospital on ERCP's advice.

In the meantime, Police and another ambulance reached the scene and helped the victims Sequentially, as per the triage and finally all the victims were shifted to Sant Kabir Nagar district hospital, for further management.

On 48 hrs follow-up, it has been found that the all 12 victims were alive and kept under observation.

**AMBULANCE LOCATION:**  
CHC MEHDAVAL HOSPITAL,  
SANT KABIR NAGAR.

**CASE ID:** 4917764

**DATE:** 05/05/2016

**CALL TIME:** 22:04 HRS

**ERCP:** DR: RASTOGI.

**RECEIVING HOSPITAL:**  
DISTRICT HOSPITAL,  
SANT KABIR NAGAR.

# 108 SAVIORS OF UTTARAKHAND STATE TEAM



**EMT  
VIPUL**

## REFLECTION BY EMT : VIPUL

“Poisoning patients can be very critical, it is not always possible to obtain correct time of poisoning or the kind of poison. So it becomes more difficult to take care of these patients. These cases often need to be transported over long distances to higher centers as facility for their treatment is not available in PHCs & CHCs. With the provision of life saving equipments and medicines in 108 ambulance, I was able to provide good care and save the life of patient.”



**PILOT  
AJAY KUMAR**

## REFLECTION BY PILOT : AJAY KUMAR

“Facility for treatment of poisoning patients should be available in smaller government hospitals so that timely treatment can be started. Many times patient's condition worsens because of long time taken for patients to taken to big hospitals.”

## MEDIA COVERAGE



**UTTARAKHAND STATE TEAM -DEHRADUN DISTRICT**

- EMT VIPUL
- PILOT AJAY KUMAR



Patients Receiving  
Pre hospital Care  
In 108 Ambulance

**LIFE – PRECIOUS GIFT FROM GOD**

On 6<sup>th</sup> May 2016, Raiwala Ambulance was assigned to a case of poisoning. Mr. Sohan Lal aged 50 years resident of Raiwala, District Dehradun had become critical after poisoning.

EMT Vipul along with Pilot Ajay reached the scene and found the patient in semi-conscious condition. EMT Vipul shifted patient in to the ambulance and assessed vitals on scene. Mr. Sohan Lal initial vitals were BP-126/76 mm Hg, PR-90 per minute, RR- 18 per minute, SpO<sub>2</sub> – 94%, Pupils constricted and briskly reactive. EMT Vipul immediately cleared airway by suction and initiated Bag Mask Ventilation with high flow oxygen. EMT Manoj contacted Emergency Physician Dr. K.S Mehta.

With the advice of ERCP Dr. K.S Mehta, the patient was given left lateral position; airway was maintained with suctioning and oxygen support, I.V. Fluid and medication and was shifted to Govt. Hospital Rishikesh in critical condition.

During follow up, the patient was stable, but still under treatment.

**AMBULANCE LOCATION:**  
RAIWALA

**CASE ID:** 544006

**DATE:** 06/05/2016

**CALL TIME:** 15:58

**ERCP:** DR. K.S MEHTA

**RECEIVING HOSPITAL:**  
GOVT. HOSPITAL, RISHIKESH

Ujjain Simhastha is a Hindu religious mela held every 12 years in the Ujjain city of MP, it is one of the four fairs traditionally recognized as kumbh mela and is also known as Ujjain Kumbh mela. Deployed 78 ambulances between 22<sup>nd</sup> April 2016 – 21<sup>st</sup> May 2016 and catered 11,000 emergencies



उज्जैन | सिंहास्थ में 108 एम्बुलेंस ने 10,000 से अधिक लोगों को अस्पताल पहुंचाया एवं कईयों की जान बचाई।



मन्दसौर - जगत है की हर बार की तरह जैसे तो 108 एम्बुलेंस समय पर पहुंच कर लोगों के लिये संजीवनी साबित हुई है। पर इस बार के सिंहास्थ में 108 एम्बुलेंस को शासन द्वारा एक विशेष प्रोजेक्ट के तहत सिंहास्थ में जाये कुल 8 करोड़ से अधिक लोगों के स्वास्थ्य की देखभाल के लिये पूरे सिंहास्थ क्षेत्र में कुल 75 एम्बुलेंसों को तैनात करने का कार्य सौंपा गया था। जिसे जी. वी. के. ई. एम. आर. आई. कम्पनी ने गंभीरता से लेते हुये एच. कुशल मैनेजमेंट कर दिन रात काम किया। संपूर्ण सिंहास्थ में कुल 10,893 लोगों को 108 एम्बुलेंस ने नजदीकी अस्पताल पहुंचाया साथ ही कुछ गंभीर लोगों को समय पर अस्पताल पहुंचाकर उनकी जान भी बचाई। 6 मई 2016 को आई प्रकृतिक आपदा के समय भी सभी 75 तैनात 108 एम्बुलेंस द्वारा 100 से अधिक लोगों को समय पर अस्पताल पहुंचाया गया एवं कईयों की जान बचाई गई। इस बार सिंहास्थ

में मण्डसौर के अलग-अलग जिलों से आपे करीब 350 एम्बुलेंस स्टॉफों द्वारा दिन रात काम कर लोगों और साधुओं के स्वास्थ्य का ध्यान विशेष रूप से रखा गया। इन सभी स्टॉफ को समय-समय पर आवापार के जिलों से आये विशेष ज़रूरी पर 108 एम्बुलेंस के जिला प्रशासकीय आधीष डा (मन्दसौर / नोमप), हर्ष अग्रवाल (उज्जैन), आर्युष पंडित (रतनाम), मन्वेज पन्डे (वाजापुर) एवं राजकुमार नन्दैव (संभागा प्रशासी) द्वारा उज्जैन में मौजूद रहकर विशेष प्रशिक्षण भी दिया गया। साथ ही बोपाल हैड आफिस से समय-समय पर आकर सुनील कुमार (सी ओ ओ), आशीष वर्मा (एच आर हैड), प्रदीप शाने (रिजनल हैड), अरुण खवास (क्वालिटी हैड), वसीम रिजवान (कैस हैड) द्वारा भी सिंहास्थ क्षेत्रों का निरीक्षण कर दिशा निर्देश दिए गये। बिना हीन कोरिडोर के पूरे सिंहास्थ क्षेत्र में करोड़ों लोगों के बीच एम्बुलेंस को चलाना बड़ा मुश्किल काम था मगर ही कई इस विशेष जिम्मेदारी को 108 एम्बुलेंस के स्टॉफ ने बड़ी सद्भावना के साथ निभाया और



## National Wide Pilot's Day Celebrations





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