



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

28th August 2024

Question

All policies and guidelines in place regarding the attendance for suspected heart attacks.

Answer

Our Medical Priority Dispatch System software helps our call handlers determine the appropriate level of response to all 999 calls, including calls for suspected heart attacks. The specific questions asked are determined by the protocols and are owned by the company that produces them. [Home - IAED \(emergencydispatch.org\)](https://www.emergencydispatch.org) Following triage using this system the outcome "code" is matched to a clinical response level, which helps our dispatchers prioritise the allocation of calls to available ambulance resources. There isn't a "standard" response for calls of this type as it would depend on the specific information passed by the caller but generally speaking, we would expect to be sending a paramedic crewed ambulance, as an emergency response.

Once an ambulance clinician arrives on scene, the care delivered for suspected heart attacks would be in line with our clinical guidelines for ACS Acute Coronary Syndrome. Our clinicians have access to the relevant treatment guidance online and through the app. [The Guidelines – JRCALC](#)