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**EMERGENCY MEDICAL SERVICES**

**CALL PROCESS**

When someone calls 911 from outside the city of Winnipeg, the call is answered by highly trained staff at the Medical Transportation Coordination Centre (MTCC). The MTCC is located in Brandon and outfitted with sophisticated equipment to ensure everyone is aware of the location of every ambulance in Manitoba’s emergency medical services (EMS) system at any time.

As soon as the call is answered, a number of events begin – each of which are designed to provide the care someone needs as quickly as possible. First, the caller speaks to a trained paramedic who gathers information and provides advice to help the caller manage the situation until help arrives. This could include step-by-step instructions, such as how to perform chest compressions.

At the same time, the MTCC is determining the closest available ambulance to respond. While someone may be calling from a community with an EMS garage, the paramedics responding to the call could be from another community, depending on who is closest and available.

Once the paramedics arrive they immediately begin to provide care, using a broad range of skills that may include, but are not limited to, ensuring people are able to breathe, providing life-saving medication or caring for wounds. The care provided by paramedics continues as the patient is taken to the nearest open facility that can provide the needed level of care.