


**PATIENT LIAISON OFFICER**

1<sup>st</sup> of 2 cards

PATIENT LIAISON OFFICER			
TASK	DESCRIPTION	✓	TIME
			
<b>1</b>	Book on scene with Ambulance Control Room (use designated channel or talk group (if established)).		
<b>2</b>	Don the appropriate high visibility jacket - marked "Patient Liaison" and safety helmet. Collect hand portable radio and use call sign "Bronze Patients".		
<b>3</b>	Collect a Loud Hailer.		
<b>4</b>	Start your own log.		
<b>5</b>	Liaise with Ambulance Incident Commander and agree messages to be communicated to patients.		
<b>6</b>	At a CBRNE incident seek advice from the Tactical Advisor/NILO to ensure consistent messaging with staff working in the dirty area of the incident.		
<b>7</b>	Proceed to the incident site and in consultation with Bronze Commander/Forward Medical Advisor begin issuing information to patients.		
<b>8</b>	Maintain a high degree of liaison with representatives from the other emergency services to ensure consistent messaging between all agencies.		
<b>9</b>	Ensure emergency dressing pack is available for patients to use if required.		
<b>10</b>	Continue messaging until all patients have left scene.		

## PATIENT LIAISON OFFICER

2nd of 2 cards

### COMMON MESSAGE SCRIPTS

**Use short and concise messages, speak clearly and slowly**

Always use “this is the \*\*\*\*\* Ambulance Service”

**Message Options:**

- Help is on the way
- If you are not injured please move towards “Location”
- Please use dressings provided to cover any minor injuries

**Encourage conscious casualties to:**

- If bleeding severely, apply direct pressure to the wound
- Assist any other casualties

**CBRNE / HAZMAT Incidents**

- Remain where you are
- Face into the wind
- Remove your contaminated clothing