

Annex A

June 2009	Engagement of Private Ambulance Operators (PAOs) – SCDF started engaging PAOs to augment its fleet of EMS ambulances.
April 2013	Introduction of the Emergency Medical Technicians (EMT) Scheme – Fire and rescue specialists are cross-trained as EMTs so that they are able to respond to both fire and rescue, and medical emergencies.
April 2017	Introduction of the EMS Tiered Response Framework – The scale of SCDF resources dispatched and response speed will be calibrated to the seriousness of each medical call, prioritising life-threatening calls over lower acuity calls.
	Implementation of Medical Call Triage by 995 call-takers using the Advanced Medical Protocol System at the SCDF Operations Centre – A system used by SCDF to triage emergency medical calls based on their severity, by asking specific questions about the patient's conditions (e.g., consciousness, breathing status) to determine the appropriate level of response
	Fire Bike – The dispatch of EMT on fire bikes allows SCDF to respond more quickly and render life-saving interventions to life-threatening medical calls like cardiac arrest.
April 2019	Enhanced SCDF Medical Support and Faster Response for Life-Threatening Cases – Implementation of High-Performance Cardiopulmonary Resuscitation to improve chances of survival, and deployment of additional EMTs in SCDF's response.
	Introduction of the Non-Conveyance Policy – Under SCDF's non-conveyance policy, if a patient is assessed to be a non-emergency case by paramedics when they arrive at the scene, the patient will not be conveyed to hospital. Such cases will be advised to seek treatment from their family doctor or general practitioner at nearby clinics, or to call 1777 for a non-emergency ambulance.
March 2023	Implementation of the Non-Dispatch Policy – Under the non-dispatch policy, SCDF's 995 Operations Centre will assess the seriousness of the emergency call and dispatch ambulances only when the call is assessed to be an actual emergency.
July 2024	Slightly Longer Response Time for Lower Acuity EMS Calls – To allow SCDF to further prioritise emergency ambulances for higher acuity and life-threatening emergencies that require immediate medical attention, a slightly longer response time of up to 20 minutes can be expected if a call is assessed to be of a lower acuity.