



NHS Norfolk 111 Standard Operational Instruction (SOI) 076

076 Ambulance Disposition Modules 0 & 1

All ambulance dispositions that are reached in module 0 need to be sent unless the caller declines an ambulance, if this is the case then seek help from a clinician or coach and preferably warm transfer to a clinician if one is available.

If no clinician is available then proceed with the ambulance disposition, it is safer to send an ambulance than to put the patient at risk.

Ambulance dispositions that are arrived at in module 1 should be confirmed by a clinician unless there is not one available; if this is the case then the call should be put on the clinical stack as long as you have no concerns with regards to the patients' safety or their condition deteriorating.

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