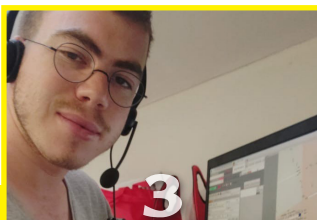




First Operational Activity for
MDA's Ambulance-Bus



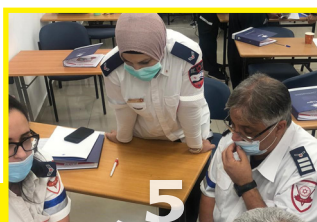
MDA is Preparing to Operate
the 101 Emergency Call Center
from the Dispatcher's Houses



Approximately 300% Increase
in 101 MDA Hotline Calls Last
Weekend



"The Fight for Patients' Lives
Looks Completely Different
During the Corona Crisis"



The "Purple Label (Tav Segol)"
Workshop



From the University Benches to
the MDA's National Operations
Center



Picture of the week

The EMTs and Paramedics employed at MDA's National Operation Center who are in quarantine or have contracted the corona virus received a sweet gift from their co-workers. This gift is in addition to being in constant contact with one another via a whatsapp group to boost morale. In addition, they have been given "Dispatch Kits" allowing them to answer emergency calls from home.





First Operational Activity for MDA's Ambulance-Bus

On Friday, July 3, MDA's unique and first of its kind intensive care bus was called for the evacuation of 9 residents from a nursing home in southern Israel who were diagnosed with Corona virus. All patients were evacuated by the bus in one trip to the Corona Health Care Geriatric located in the center of the country.

The unique bus, which was launched about a month and a half ago, allows the evacuation of up to thirteen patients and injured in one time, with two of them evacuated lying in the middle of the bus, which is equipped with an intensive care unit, and eleven others

sitting in the back. Sirens and an advanced communication system are installed in the bus, enabling the crews in different parts of the bus to contact MDA. The evacuation to the hospital today saved nine ambulances needed to perform such a task.

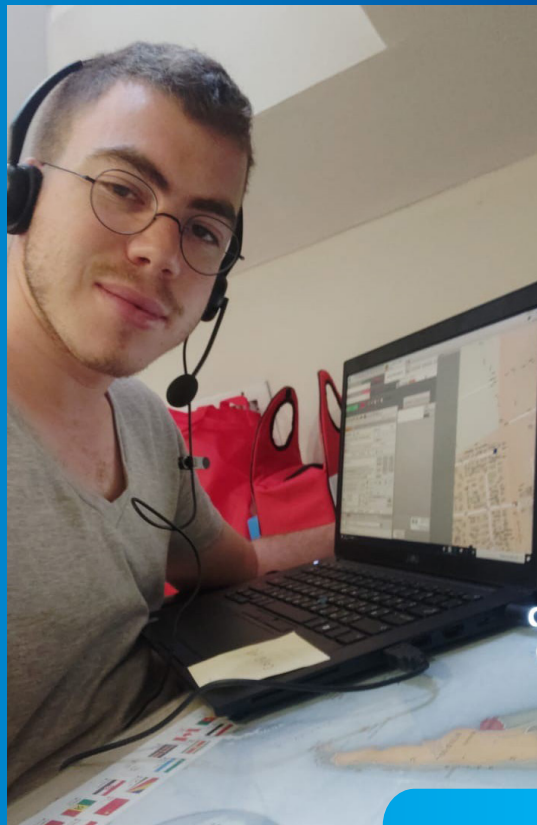
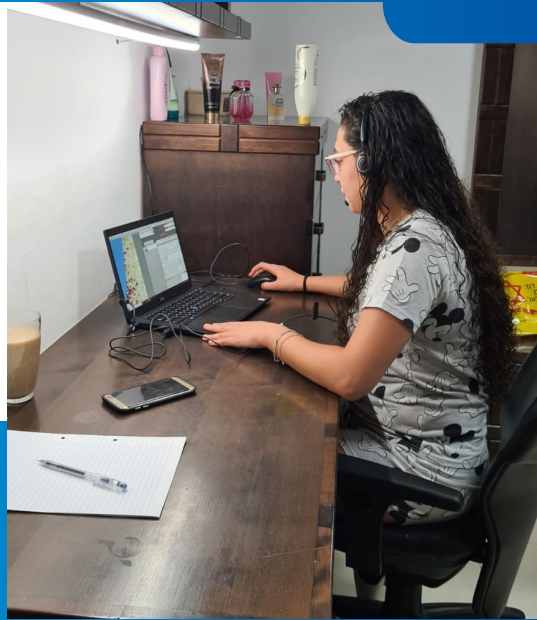
Eli Bin, MDA Director General: "As the national rescue organization of the State of Israel, MDA teams spend days and nights in developing means for lives saving and provide medical response efficiently and quickly. We will continue to face every challenge at any time and wherever it is needed."



MDA is Preparing to Operate the 101 Emergency Call Center from the Dispatcher's Houses

Due to the increase in confirmed Corona virus cases, and the number of calls to the MDA 101 Emergency Call Center, the organization is preparing to operate the call center from the call taker's and dispatcher's houses thereby allowing those in quarantine to both answer calls and reduce their risk of exposure to the virus. This allows the organization to manage a large number of employees simultaneously, flexibility in the work hours and effectively manage emergency situations.

This will assist the employees in reducing travel time and allow for longer and more flexible work hours with a flexible shift schedule.



Approximately 300% Increase in 101 MDA Hotline Calls Last Weekend

300% increase in calls to MDA 101 hotline received from the large number of verified patients, which is accompanied by public concern and the need for medical advice. Last Friday, 19,611 calls were received at the MDA 101 hotline - more than three times on last Friday in May. Yesterday, Saturday, 13,048 calls were received at the 101 emergency dispatch center.

MDA clarifies: On the subject of the Corona - when symptoms exist, contact the HMOs. According to MDA data, 143,268 samples were obtained in people's homes and in the schools and 188,728 samples were obtained from residents and staff members at long term care facilities and nursing homes. 142,038 samples were obtained at MDA's Drive

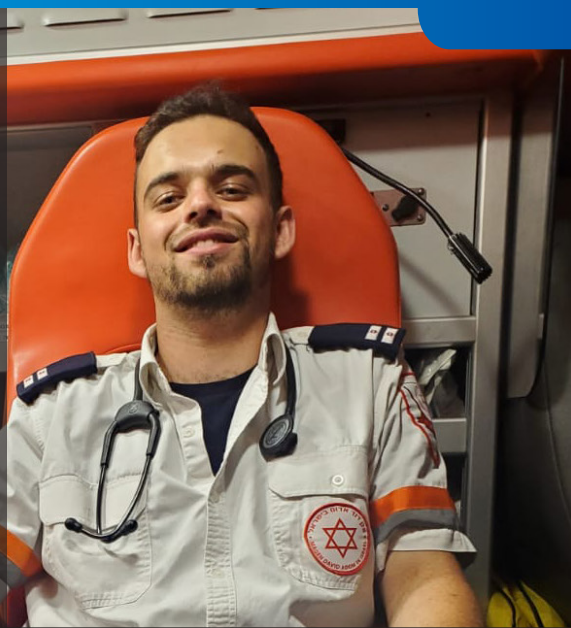
and Test facilities. In addition as needed, Magen David Adom operates additional Drive and Test complexes throughout the country. Testing at the mentioned facilities requires a referral from the patient's primary care physician.

Along with obtaining hundreds of thousands of samples for Corona, MDA blood services continue to collect plasma from Corona's recoveries for the treatment of severely ill patients and the production of a passive vaccine. To date, 1,314 of those recovered from coronavirus have donated plasma, allowing for their donations to prepare 4,000 doses to treat 164 of the most severe and moderate cases.



“The Fight for Patients’ Lives Looks Completely Different During the Corona Crisis”

The corona virus outbreak in Israel has changed the emergency medical system in Israel, leaving MDA teams to deal with difficult situations which include critical patients refusing to be evacuated to the hospital. Read about these challenges in the article below:



“You would expect that especially during this time patients will rush to treat their condition, but the situation is the opposite,” says Jamie, an MDA paramedic from the Sharon region. “The patients are just scared and it makes our job a lot more complex”, he says: “We struggle twice, against time and against the patients’ concerns get treatment.”

“She was lying on the floor, breathing heavily, we were worried for her life”

This week Jamie had to deal with two such cases. In the first, he arrived to an asthma patient suffering a severe attack, with life-threatening respiratory difficulties and needed primary care in the field, followed by hospitalization but the woman refused to be evacuated to the emergency room.

Jamie: “I sat with her for an hour and a half and explained to her the consequences of her condition and the obvious danger of deterioration. I provided her medications and oxygen but she was frightened and refused to listen. On such days, your sense of responsibility as a paramedic towards the patient is that much greater and you realize that you are in a struggle for awareness and that every passing second might contribute

to the condition of your patient. There was a long, long, new kind of struggle. It took a lot of patience and compassion to explain to her that the danger of not being treated was of greater risk than of the exposure in the hospital.”

After about an hour and a half, the woman agreed to be evacuated to the hospital, not before Jamie contacted the emergency room and asked to allow her a separate entrance straight into the treatment room. “She did not under any circumstances agree to go through the ER for fear of getting the virus there. Patients with a chronic lung problem are at risk of contracting corona and we have taken more and more precautions to make sure that her surroundings was as sterile as possible.” Only after the woman was examined by a doctor who also confirmed that she was in danger did she realize the paramedic’s insistence on having her admitted to the hospital, and thanked him. “I stayed with her at the time of the test because she was terrified and worried that her respiratory condition would deteriorate due to the stress. I’m glad I succeeded in the mission and I can say that it was a difficult fight.”

[Read more](#)

The “Purple Label (Tav Segol)” Workshop



As part of the fight against the Corona virus, Magen David Adom, in collaboration with the Gishot Institute, developed a workshop dealing with the Corona virus.

In the workshop, 24 MDA instructors, heard a lecture on the virus, disease symptoms, how to avoid infection and received a review on MDA's activities during corona, how the MDA emergency dispatch center works, home samples, Drive and Test complexes, sampling in nursing homes, evacuating confirmed patients and more. During the workshop, the instructors practiced how to function at different stages of the event: the Corona routine, pre-exposure, exposure to a confirmed patient, the infection stage and the outbreak phase in the organization. In addition, participants learned about the incident management model and its various aspects such as leadership, personnel handling, logistics, needs assessment and information.

The instructors will assist in implementing the “Purple Label (Tav Segol)” rules in organizations, factories, institutions and hotels.





From the University Benches to the MDA's National Operations Center

This week, students from abroad studying at the Tel Aviv University's Emergency and Disaster Management Program visited MDA's National Operations Center.

The students came to MDA as part of a course in Medical Management. The MDA visit was designed to teach them to view a situation from a managerial perspective and understand the considerations and decisions which must be made to effectively manage an incident and save lives.

The seminar was designed and managed by Dr. Eli Jaffe. The students were taught about the challenges facing EMS organizations in mass casualty situations and MDA's operations during a mass casualty incident. The seminar concluded with management simulations.