

From: [Alan Butler](#)
To: [transferofcare](#)
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I had a fall about a year and a half ago (March or April 2022), and cracked a hip and an elbow. I was taken to the Royal Hobart by ambulance. I was kept for a while (perhaps, half an hour) on a wheel bed in the area where the vehicles arrive. Then I was taken inside to a room which I gather is part of the ramping system. It seemed to be staffed by ambulance personnel, rather than hospital personnel. They were coming and going, working on computers, and looking after the (perhaps 4 or 6) patients who, like me, were waiting. There was television, and they offered me food and drink. I spent much of the day there before the hospital was able to admit me to the emergency department and I stayed there for some hours, intermittently being examined, x-rayed, etc, before eventually moving to a department that I think was called Orthopaedics. Throughout the whole proceeding, I was well treated and kept comfortable. The staff were all calm and friendly, despite the pressure that they were clearly under; I was left alone for long periods, understandably, but people were clearly keeping an eye on me. When something happened (e.g., they moved me to another location for an x-ray), they let me know what was going on. Although the system is clearly overloaded (it was about 14 hours from the accident to when I was in a bed in orthopaedics), I must say that I have no cause for complaint. I was very grateful for everything the paramedics and the staff of the hospital did for me.

Alan Butler

