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**To:** [transferofcare](#)  
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Hi Team,

This is a huge issue. We have 10 ambulances servicing the south. We should not have 8 ramped at the RHH for 2 hours leaving 2 vehicles to service the south.

A suggestion to move patients through faster would be to have a phlebotomist on hand in EAC so that blood can be drawn quickly and efficiently. I had 1 doctor using an ultrasound to find a vein to take my blood. This took 1.5h and valuable resources which could have been employed elsewhere.

Identifying more expedient ways of doing things is cost effective. A five minute procedure vs 1.5h at what cost . We need a team devoid of ego that can assess these things objectively with the ability to view the big picture.

Employing an assessment team that arrives before an ambulance. Jobs are being diverted to non urgent cases and people needing life sustaining aid are left to die. People know what to say to get an ambulance to attend their home. An assessment team will have knowledge of time wasters and, through positive interaction with them, can address the psychological needs of these clients.

This is all big picture stuff. Calculating the cost of the current situation vs the potential solutions is the key. We must involve those on the front line when developing a solution. Bean counters and management are far too removed.

I would like to see a positive change in my lifetime. You don't have much time left. May you have a positive impact.

Regards  
Sandra