CHAPTER 08

RECOMMENDATIONS
8.1 Preamble:

8.1.1 The importance of a reliable EMS cannot be over emphasized, especially in India where the government has the responsibility of caring for a majority of the population. It can be argued that a nation of a billion people has been deprived of a decent EMS for too long now and it is high time the government takes definitive action. The success of a few services is evident enough of the need for EMS and what it will take to ensure that it works as expected. At a time when the emphasis on preventing damage is greater than ever, the provision of pre-hospital care will be the key to ensure that lives are not lost due to avoidable circumstances.

8.1.2 The Central Government need to provide a legal framework for EMS as a basic right. The act should ensure public sector prioritization, private sector engagement, human resource development and the institutional reforms needed for achieving this goal. All these circumstances make this an opportune time to design a center state joint implementation framework with costs shared between the two for reaching the goal of central access to EMS.

8.1.3 Perhaps what is most essential to develop Indian Emergency Medical Services is to stimulate the young minds of graduating doctors, nurses, and paramedics to see EMS as a career opportunity and to influence decision makers to formulate policy conducive to fair practice and training in emergency medicine.

8.2 Thus recommendations of this study can be:

- To ensure quality across all states of India it is recommended that the Central Government establishes a central authority to standardize and monitor EMS throughout the country.

- Any distress caller should make only a single call leading to an integrated and well-coordinated response from a system and organization that takes into account the nature of distress and provides an appropriate quick response. The Central Government should declare a dedicated pan India number as a national emergency number which should be toll free.
India needs to follow the successful emergency number response Systems deployed in USA Nine-One-One (911), Europe One-One-Two (112), etc. and other developing countries in the world where Caller’s geographic position is automatically transmitted to emergency responders. India being a large country with many spoken languages, two call centers can be established at geographically diverse places. At present there is a call center at the capital of each state where EMS exists with call operators speaking the local language, Hindi and English. A central emergency call management system should monitor the functioning at these local centers.

To maintain uniformity, India requires well-structured training program and qualified staff to take care of emergency for appropriate health care.

“National Ambulance Code” with necessary amendments in Central Motor Vehicle Rules (CMVR) that defines the Constructional and Functional Requirements for Road Ambulances should be made mandatory to standardize ambulances in the country.

The current public private partnership model existing in fourteen states of India may be adopted by remaining states to meet the growing number of emergencies.