



Call management in Estonia

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2-level call handling



Operational level

Emergency calls handled in two stages

a) First stage – call taker

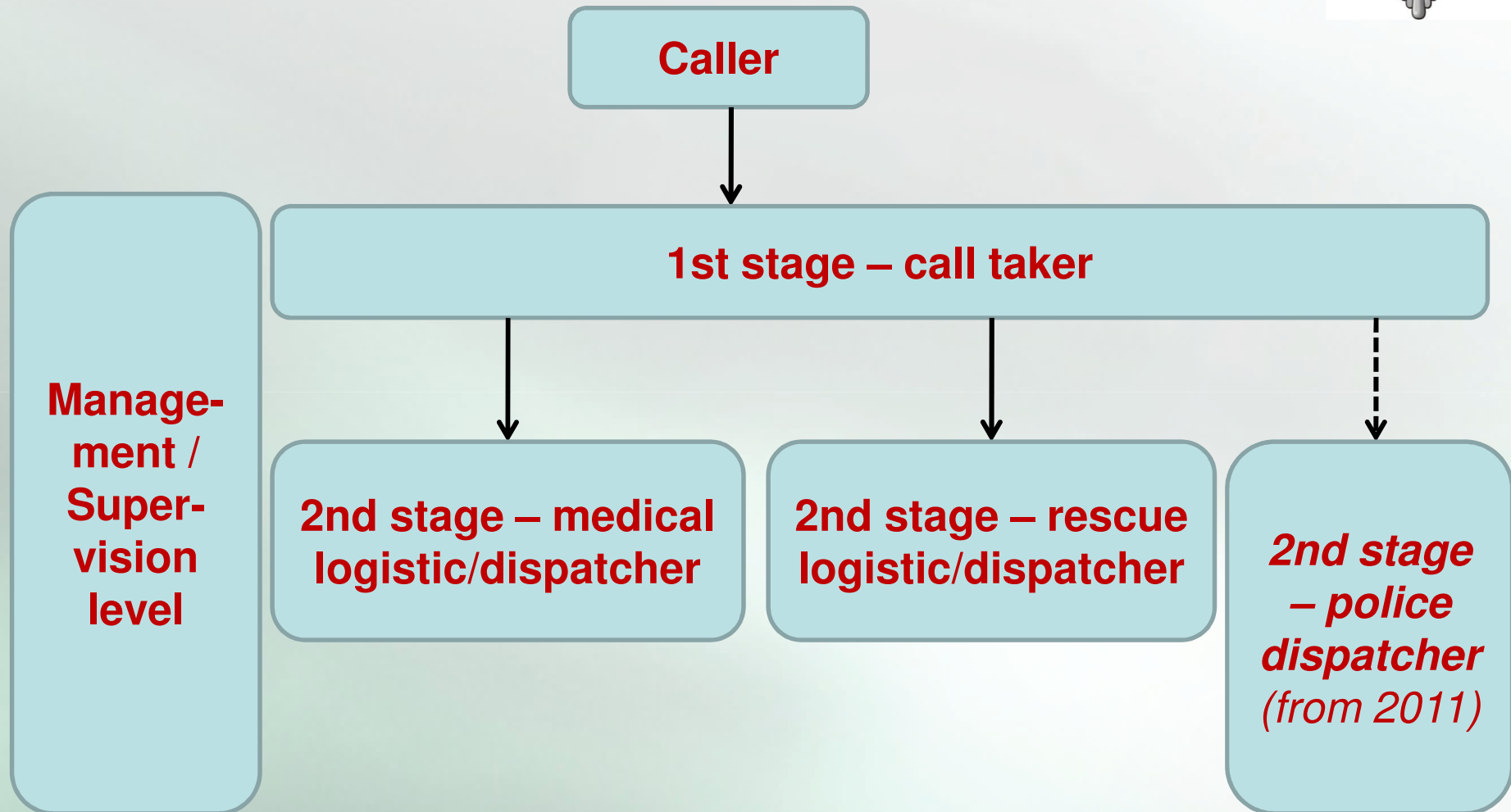
- evaluates risks
- defines the case and priority
- records location info and other details in database
- stays online with the caller until necessary

b) Second stage – logistic/dispatcher

- takes case details from the database
- delivers fire and medical resources
- follows the case until it ends
- records all the information he/she gets from the scene in database

Management level (follows/supports/intervenes if necessary)

2-level call handling



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Call-taking protocols



- Medical questionnaires (index) to evaluate the priority of call (A, B, C, D)
 - 57 possible cases in the index (headache, krambid, hingamisteede vigastused ...)
 - Questions&Answers guide call-takers to speed category (priority)
 - First paper version, now integrated with call-handling programme

 - Rescue questionnaires developed in 2010
 - Police questionnaires developed in 2011
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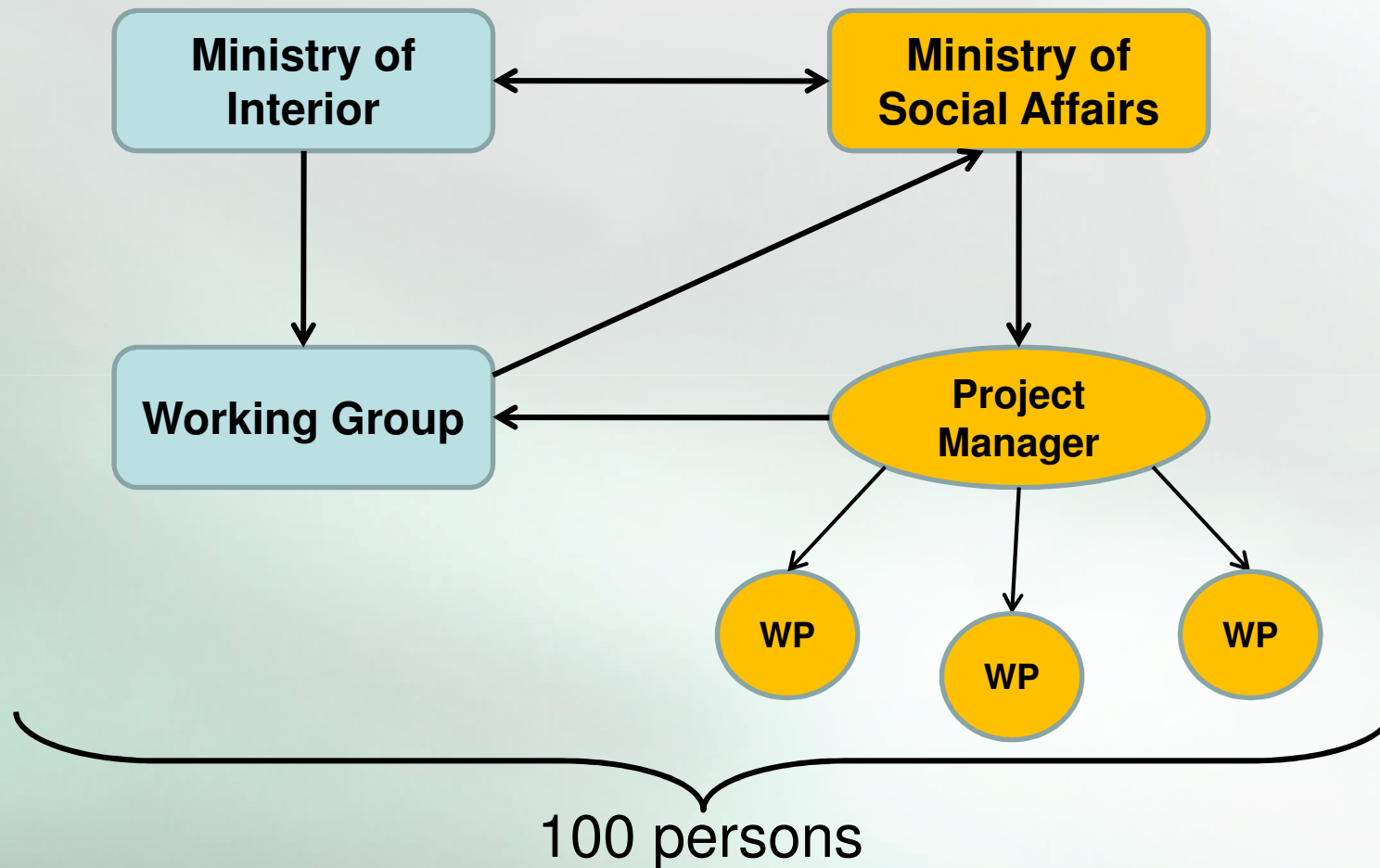
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Impact of the index system



- 112 service is public service
- Before indexes there were 150 different service standards (number of dispatchers, who had various own service standards)
- Service is same for everyone and understandable for caller
- Result: Decreased amount of complaints
- Requirement from State Audit Office - Standardised public service for its citizens

Process of index development





Thank you for your attention!

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