

**Video: The Emergency Call Handler | Paramedics On Scene | BBC
Scotland 3:29**

Watch and listen to the video and answer the questions:

1. Where is the Ambulance Control Centre located?
2. What emergency number do the patients in the UK call?
3. Which part of the UK does it cover?
4. What is the patient's problem?
5. What questions does the operator ask? Write 5 questions.
6. What instructions does the operator give? Write 5 instructions.
7. What problem does the operator have?
8. Why does she give such instructions?

Answers

1. ACC is located in the UK, Scotland in Queensferry.
2. They call 999.
3. It covers the whole of Scotland.
4. She has choked on the porridge.
How old is she?
Can she breathe?
How does she look like?
Is she awake?
What is she doing?
What exactly has happened to her?
Has she choked on the porridge or on the phlegm?
6. Watch her closely.
Don't slap her on the back.
Tell me is she makes funny noises, wheezes or becomes unconscious.
Keep an eye on her.
Keep her sitting.
7. The operator isn't sure if the paramedics are already on the scene.
8. Slapping the back can make the situation worse.