



MDT Quick Start Guide


Updated July 2025


Identifiers and Departments


Ensure you have selected the correct character and have set your role/rank on your profile.


On the **Dashboard**, select **Ambulance** and select your vehicle callsign. Click **Save** to book on.


Select Your Experience!

 Civilian

 Police

 Ambulance ACTIVE

 Fire

 Control

BUSY

UNAVAILABLE

AVAILABLE

ON SCENE

Callsign Manager

[A279] Mercedes Box 10

Spawncode: DCA1 Division: DCA N

Select

Spawncode

Division

Model Name

Callsign

Save

DCA C - Ambulances operating from the City

DCA N - Ambulances operating from the North

Status Updates

There are two methods to change your status – via the MDT by selecting one of the buttons, or by using the `/status [status]` command. When EOC is available, you can call Control and ask them to update your status, however this is not the preferred method.

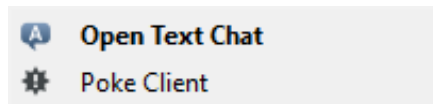
Where your status is **BUSY**, arrangements should be made with Control on which circumstances you are able to attend incidents. For example, if you are performing vehicle checks, you may be able to attend a **Cat. 1** incident once you have checked essential equipment. If you are completing paperwork for a previous incident, you should not be attending another incident.

The screenshot shows a web interface for selecting experience and status. The top section, titled 'Select Your Experience!', contains five buttons: 'Civilian', 'Police', 'Ambulance' (which is highlighted with a green 'ACTIVE' banner), 'Fire', and 'Control'. Below these is a horizontal bar with four status options: 'BUSY' (yellow), 'UNAVAILABLE' (red), 'AVAILABLE' (blue), and 'ON SCENE' (green). A mouse cursor is pointing at the 'BUSY' button. The bottom section, titled 'Callsign Manager', displays the callsign 'A279' and the location 'Mercedes Box 10 (DCA1) DCA N'. At the bottom of this section is a blue button labeled 'Change'.

- BUSY**
- Transferring patient to hospital (unable to attend incidents)
 - Completing paperwork (unable to attend incidents)
 - Performing vehicle checks (may be able to attend Cat. 1 incidents)
- UNAVAILABLE**
- Unable to attend incidents (and unreachable via radio)
- AVAILABLE**
- Clear and able to attend incidents
- ENROUTE**
- Responding to an incident (able to attend higher priority incidents)
- ON SCENE**
- At the scene of an incident (unable to attend other incidents)
- PANIC**
- EMERGENCY USE ONLY

Text Messages

The MDT does not support text messages between resources and Control. To send a text message for **non-urgent** queries, use the radio communications system to send a message.



Incident Assignment

When EOC is available, you will be assigned to an incident using the MDT. You will hear an alert tone, and (if configured) a voice will read out the type of incident and the approximate location. In addition to this, Control may contact you via radio to provide further details.

Control may occasionally need to send alerts to your MDT, warning you of danger at scene or asking you to stand down. In this case, an audible alert and voice will play via your MDT.

Do not rely on Control to contact you via radio – pay attention to your MDT.

LA4 Patient Report Forms (PRFs)

Patient report forms should be completed for each patient after an incident. The form usually between 5 and 15 minutes to complete, depending on the complexity of the patient's condition and the actions taken. This time should be set aside before you clear from an incident and make yourself available.

Not all fields are required, but as much information should be included as possible. The required fields help to prompt you if you are unsure how to proceed with a patient. Other fields can be completed if necessary, or if you have the information to hand.

Note-taking during an incident is strongly encouraged to assist your record-keeping. Each form will be checked and approved by a member of the supervising team.

Incident Details

This section covers the details of the incident that you were assigned to. If the police are also in attendance, collect a collar number from an officer at scene and record this.

Patient Details

You can search for an existing patient to link the record to their profile, or you can manually record their information if their details cannot be found – this will **not** add to their profile.

Searching for a patient may also pull through details on allergies and past medical history, so that you can easily find this vital information. Any changes made to the patient's medical information will **not** reflect on their profile.

History

Presenting Complaint

What is the main problem with the patient? (e.g. Headache, Chest Pain, RTC)

History of Presenting Complaint

What are the events leading up to the patient needing an ambulance? Include any self-described symptoms.

On Examination

Include any signs and symptoms that you discover whilst assessing the patient. Include any physical injuries that you discover during assessment.

Observations

You can duplicate this section as many times as you need in order to record all observations taken. You should record at least **two** sets of observations for each patient.

Drug Administration

You can duplicate this section as many times as you need in order to record all medications administered. This section includes **Oxygen**, **Nitrous Oxide** and **Sodium Chloride 0.9%** - ensure that administration of these is also recorded.

Special Circumstances

For certain incidents, we need to record additional information. You can select any of the options that apply to this particular incident, then complete the new sections that appear.

If any airway management was required, including during resuscitation, select **Airway Management**. If the patient entered cardiac arrest at any point, select **Cardiac Arrest**. If the patient was deceased, select **Diagnosis of Death**. If the incident was relating to mental health, select **Mental Health**. If you performed a stroke assessment (FAST test), select **Stroke Assessment**.

If an Advanced Paramedic or Doctor performed an advanced skill, select **Enhanced Care** to record details of the care given. If you sought support from a senior clinician in any way, select **Shared Decision Making** to record the discussion and advice.

Outcome

Complete all required fields that appear based on your chosen pathway. Alternative pathways (such as referrals to outside services) will require you to provide advice to the patient in case their condition deteriorates.

Final Impression is your idea of what is wrong with the patient. This gives a final overview of your diagnosis, and does not require large amounts of detail. For example, 'STEMI', 'Stroke' or 'Chest Infection'.

Select your chosen **Pathway** – this may be that you have taken the patient to hospital, referred them to another service, or left the patient at scene with some advice.

Include a **Clear Time** – this is the time that you complete the paperwork and clear from the incident.

Incident Reporting Forms (IRFs)

Where an incident has occurred during a shift, staff must complete and submit an Incident Reporting Form (IRF/DATIX) as soon as practically possible. If a manager is available, staff should consider contacting them – this is not necessary in most cases.

Not all fields are required, however you should provide as much detail as possible so that your report can be properly investigated by the supervising team.

Include any members of the Trust that were present at the incident – this helps the supervising team to investigate the issue.

Staff must not include any patient information in any incident reports. Where patient care is involved, PRFs can be linked using the feature at the bottom of the incident report.