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The Golden Hour



William Kimanzi
(Paramedic)

The period within which critical interventions must be performed to optimize a patient's survival, is referred to as the Golden Hour

This period often elapses before these victims are taken to a proper healthcare facility..[Continue on Pg 1](#)

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Our Mission

We work with our communities and partners to respond to medical and trauma emergencies through the provision of accessible, responsive and quality...pre-hospital care to save lives. Our patients will receive prompt and appropriate emergency medical pre-hospital care from properly trained and certified professionals.

Our Vision

A regionally recognised leader for responsive, superior-quality emergency medical and trauma response services.

Our Core Values (iSPIE)

Innovation: E-Plus continues to pursue new ways to improve its' service offering in a socially responsive manner in order to create transformative changes in patient experience.

Sustainability: E-Plus provides its services while ensuring long-term financial and social positive outcomes.

Professional Excellence: E-Plus provides the highest level of compassionate services at all times. It demonstrates quality and ethical behavior in its work and acts in the best interests of the people its serves. Treating people with dignity and consideration.

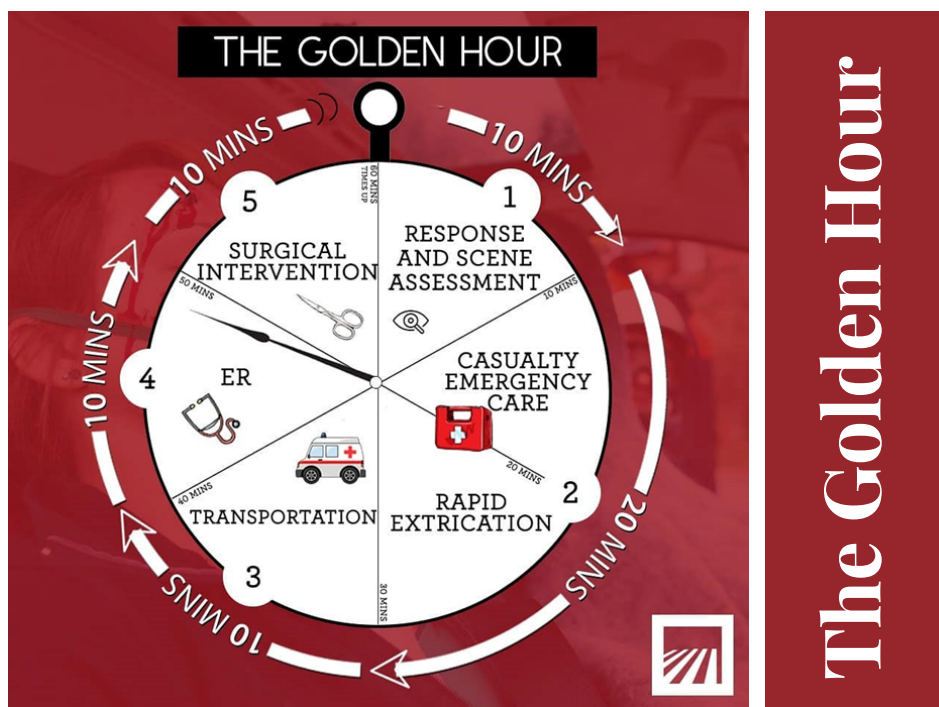
Integrity: E-Plus is honest and reliable. Its actions and decisions are guided by its professionalism, transparency and respect for others. E-Plus is accountable to the people it serves, the community and each other and to its authorities.

Empathy: E-Plus actively seeks to understand how patients, family members, caregivers and its own staff experience the emergencies they respond to, taking into account the emotions they go through and using this knowledge to improve their well being and its service delivery.

The Golden Hour



William Kimanzi
(Paramedic)



The period within which critical interventions must be performed to optimize a patient's survival, is referred to as the **Golden Hour**.

This period often elapses before these victims are taken to a proper healthcare facility. In a majority of these situations, first responders and prehospital care providers i.e., Emergency Medical Technicians and Paramedics play a very critical role, as they are often first on ground.

Upon realization of a medical or an injury emergency, one should ensure his or her own safety and that of the other bystanders as well as that of the casualty whenever possible. Assess the situation by quickly gathering information on what happened, the current condition of the casualty and the help that they may likely need.

Call the Emergency Plus Medical Services hotline (0700-395-395) and give detailed information regarding the incident. For easy memory, you can use the acronym 4WCT;

- **Who;** Introduce yourself
- **Where;** Give simple and precise directions using landmarks e.g., Major roads or buildings
- **Why;** Explain to the Dispatcher the reason behind the call - What exactly has happened? How many people are involved? What is their current decision?
- **What** type of help you need - Specify the exact type of assistance that you need i.e. Do you need an ambulance?
- **Confirmation** - The dispatcher will ask you a series of questions to help get a clearer picture on the casualty's condition
- **Time** - The dispatcher will give you the Estimated time of Arrival (ETA) as well as a set of Pre-arrival instructions

Example: My name is William; I am currently calling from the Emergency Plus Medical Services premises off Popo Road in South C, directly

behind the NEMA Offices. I have one adult Casualty who is unresponsive with breathing. Please send over some medical help. Your team can come in through the first left turn after Bellevue Estate if approaching from Mombasa Road.

Pre-Arrival Instructions (PAIs) are a set of instructions given by the dispatcher over the phone.

In a true emergency, our team of Dispatchers ensures that they stay on phone with you while enabling you to perform lifesaving interventions e.g., CPR (Cardiopulmonary resuscitation) as you wait for the ambulance crew to arrive.

Our team of Emergency Medical Dispatchers work diligently and will guide you through the process; applying principles of Psychosocial First Aid to the callers where need be.

Remember;

- Do not hang up until the dispatcher tells you to
- If in a noisy environment e.g., at the scene of a Motor Vehicle Crash; move away to a less noisy environment to ensure smooth communication
- Keep your phone as disengaged as possible as you wait for an ambulance to arrive. The dispatchers and ambulance crew might call you later in case they are unable to locate the scene

Join us on our next edition as we take a look at what happens when the EMS Team arrives up until they hand over to the hospital's Emergency Department.



Activated Charcoal as an Emergency Remedy



Qitma Noor
(Communications and Marketing Assistant)

Activated charcoal is a black, odorless, flavorless powder that has been used since ancient times to treat various ailments.

It is charcoal that has been made more porous by being exposed to oxygen at extremely high temperatures. Its internal structure is altered by this procedure, which also results in smaller pores and a larger surface area.

The resulting fine black powder is either packaged as supplements or sold unprocessed.

Currently, the majority of uses for activated charcoal in healthcare are for the treatment of drug overdoses or as an urgent anti-poison measure.

Because of its potential, activated charcoal is also being added by producers to a wide range of foods and non-food products, including ice cream, soaps, and toothpaste, in an effort to draw in more customers.

How Does it Work?

Charcoal that has been heated to a high temperature and activated with gas develops minute pores that enhance its surface area. Your digestive system does not absorb the activated charcoal.

This means that after you ingest it, it enters your gut in exactly the same form. The porous nature of the charcoal has a negative electrical charge, attracting positively charged molecules like gases and

poisons. This activated charcoal binds to the liquids or gases that pass through it through a process called adsorption.

Instead of being absorbed into your body, these poisons and chemicals become stuck in your gut and are then passed through your feces.

Benefits and Uses of Activated Charcoal

Activated charcoal may have a number of health advantages, but you should not self-administer it as a poison or as a remedy for an overdose. The best course of action is to seek emergency medical help right away, if you suspect poisoning or an overdose.



Emergency poison treatment

Since the early 1800s, activated charcoal has been utilized as an immediate anti-poison remedy. Overdoses from both prescription and over-the-counter pharmaceuticals may be treated with this chemical.

After an overdose or poisoning, activated charcoal is considered to be most helpful when given within the first hour.

It is crucial to remember that not all poisoning situations respond well to activated charcoal. Instead, licensed healthcare professionals on a case-by-case basis should carefully examine its use.

TOP 10 ACTIVATED CHARCOAL USES

 1 WHITENS TEETH	 2 ALLEVIATES GAS & BLOATING
 3 TREATS ALCOHOL POISONING, & HELP PREVENTS HANGOVERS	 4 MOLD CLEANSING
 5 WATER FILTRATION	 6 EMERGENCY TOXIN REMOVAL
 7 & BODY HEALTH	 8 DIGESTIVE CLEANSE
 9 ANTI-AGING	 10 REDUCES HIGH CHOLESTEROL

Promotes kidney function

By limiting the quantity of waste that your kidneys must filter, activated charcoal may improve kidney function. People with chronic kidney illness may find this to be especially helpful.

The ability of your kidneys to eliminate urea and other pollutants is impaired by this illness, despite the fact that healthy kidneys are typically quite well equipped to filter your blood.

As urea and other toxins may bind to activated charcoal, your body may be able to expel them in stool.

Reduction of cholesterol levels

It is possible that activated charcoal can lower cholesterol levels. According to research, activated charcoal may bind to cholesterol and bile acids that contain cholesterol in your intestines, blocking their absorption.

Activated charcoal is also a popular home remedy for several other ailments — and it is sometimes used for other household and cosmetic purpose such as;

- Stomach complications like blotting, food poisoning, constipation, gases
- Snake bites
- Treatment of skin rashes and infections
- Whitening stained teeth
- Gardening
- Air purification/ eliminating foul smell
- Hangover prevention

Is Activated Charcoal Safe?

Most of the time, activated charcoal is seen to be safe, and negative reactions are uncommon. However, it could have certain unfavorable side effects, the most frequent of which is vomiting, especially if sorbitol is also a component.

Activated charcoal has been connected to intestinal obstructions in extremely uncommon circumstances. If you suffer from gastrointestinal motility issues, your risk may be higher. It can also end up in your lungs rather than your stomach when administered as an emergency poison antidote. This is especially true if you vomit, feel sleepy, or are partially conscious.

As a result, only people who are completely cognizant should be administered this chemical.

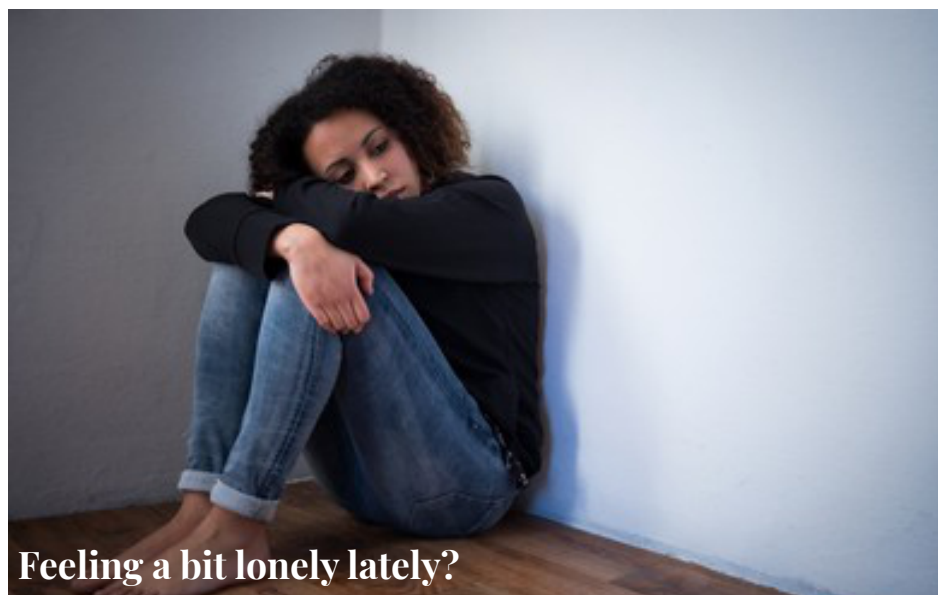
Activated charcoal is commonly accessible online and in supplement stores for use as an over-the-counter medicine, cosmetic, or home item. It is available in pill or powder form for purchase, or you can make your own at home.

To make a powder supplement simpler to take, mix it thoroughly with water or juice before taking it. Make sure you adhere to the dose guidelines provided on the label (s). In the event of medication poisoning, seek emergency medical attention.

Loneliness Unchecked



Margaret Onyancha
(Complaints Handling Assistant)



Feeling a bit lonely lately?

There is not much for you to do and nobody for you to do it with. Once again, you are by yourself at home when loneliness strikes, making your boredom even worse.

Loneliness is a perfectly natural emotion to experience when you want to spend time with others but are unable to. Being social is more than simply a fun way to spend time; it is a significant component of wellbeing.

After all, humans are social beings, and a lack of social connection can negatively affect your health. People who feel lonely or isolated may often have suicidal thoughts. It is one of the major causes of suicidal behavior.

September is suicide prevention awareness month. Around the world, an estimated 703,000 people commit suicide each year. There are perhaps 20 people who attempt suicide for every suicide, and many more have significant suicidal thoughts. Suicidal behavior has a huge influence on

millions of people and causes them to experience severe grief.

What is Loneliness?

Loneliness is the feeling you get when there is a shortfall between your desire for connection with others and the relationships you actually have. It can cause distress, even for someone who has people around them.

Causes of Loneliness and Isolation

- Living alone
- Experiencing depression or anxiety
- Having a loved one die or move away
- Losing significant family ties
- Having difficulty meeting new people
- Being in poor physical shape, feeling fragile, or having mobility issues
- Fearing rejection or feeling different
- Having physical health problems that prevent you

from doing activities

- Retiring, moving, or taking on a new role in your community
- Being geographically isolated
- Facing language and cultural barriers

Effects of Loneliness/Isolation

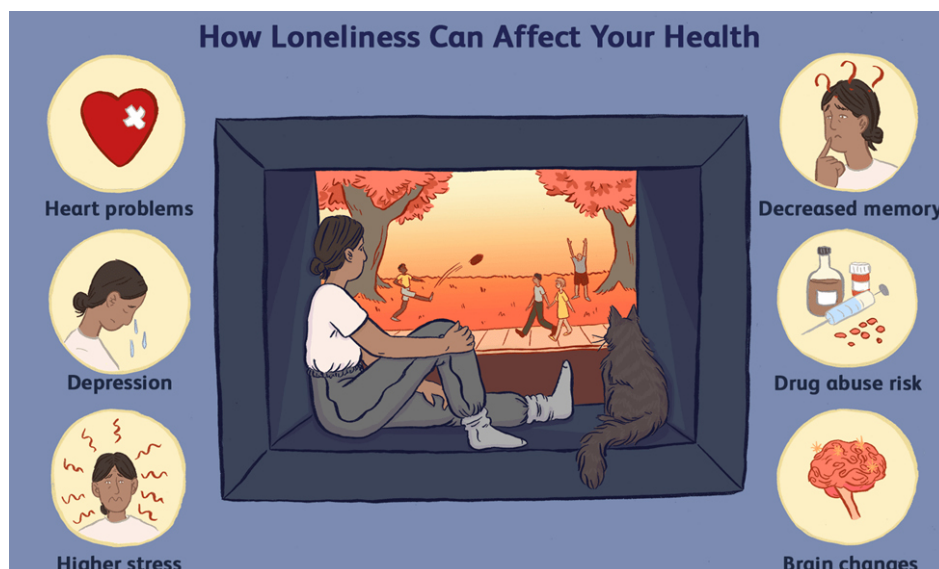
- Aches and pains or headaches, aggravation of existing medical conditions
- Fatigue and loss of motivation
- Sleep problems
- Dietary issues
- Addiction issues
- Depression, panic attacks, anxiety, or paranoia
- Feelings of hopelessness or helplessness
- Suicidal thoughts

It's important to deal with loneliness in a healthy way, regardless of whether you suffer a strong sensation of loneliness that never goes away or you only occasionally feel a bit lonely while you're at home alone.

Here are some steps you can take immediately if you are feeling lonely.

- Acknowledge that you are lonely and do not waste time attempting to fight your feelings or suppress them. Everyone experiences loneliness sometimes.
- Connect with individuals, especially those from your past; reminiscing on former times may help you rekindle your bond with them and pave the way for future communication.

- Create a hobby or join a group
 - Look for local events that might be a good fit for you. You will probably find that there are many opportunities to interact with locals, from book clubs and community service initiatives to hiking clubs and business associations.
- Learn something new and become enthusiastic about it, whether it is a new language or a new talent, may make you feel better. Additionally, it could provide opportunities to network.
- Read a book - This can help you get into a character's or narrator's point of view. It can make you feel more connected and will aid in your understanding of how other people think.
- Get Professional Help - You might want to get professional help if you are battling with loneliness and are unsure of



what to do.

- Commit an Act of Kindness - Being kind to others can make you feel better. Additionally, it could make you feel more a part of the neighborhood. There are countless acts of kindness you could carry out, whether you participate in a recognized community fundraiser or help a neighbor.

Although occasionally feeling

lonely is normal, people may be feeling it more often these days due to increasing remote employment and less face-to-face interaction. Know that you are not alone, whether you manage occasional bouts of isolation or a persistent sense of being alone (even though it feels that way).

You might feel more connected by trying out various coping mechanisms and asking for expert help.

First Aid Tips You Should Know In case of a Road Traffic Accident

 **Zainab Athman**
(Customer Care Assistant)

Do you know what you should do help an accident victim? Here are a few pointers to help you stay prepared:









In the year 2021, alone 4,579 people died due to road traffic accidents. While the lack of proper roads, rash and negligent driving and the apathy of pedestrians can be partly be blamed for those high numbers, a large portion of this deaths can be attributed to the fact that most accident victims do not get proper medical attention and first Aid on time.



First-Aid in road accidents



The first hour after any road accident is called 'the golden hour'. If proper first-aid is given, a road accident victim has a greater chance of survival. Some tips to follow during helping a road accident victim are listed below:

	Assess the extent of the victim's injuries		Treat the victim's wounds
	Check if the person is breathing and has a pulse		Keep the victim warm
	Call for an ambulance or rush the person to a hospital		Avoid feeding the victim
	Perform life-saving techniques like CPR or EAR		Suspect if there are any spinal injuries

Your timely intervention and proper first-aid care can save a precious life.

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So, would you know what to do if you or someone was in an accident?

Check Yourself First

If you have been involved in the accident, first check yourself for any injuries. Try to assess how well you can move your limbs, and if you experience signs such as dizziness etc. remember you need to be fit enough to help others.

Check the Other Person(s) For Injuries

If other people are injured, first assess the extent of their injuries. For example, is he/she is bleeding from the head, neck, arms, legs abdomen etc. treat the quietest person first, they are usually more seriously injured or cannot breathe.

People who can talk or scream, on the other hand, can breathe therefore can be treated a little bit later. Ask for the patient's name, if he responds, it means he is able to understand the situation and most likely not

suffered a severe head injury.

Look for Signs of Breathing

Next, check if the person is breathing and has a pulse

Call for Help

Immediately call for an ambulance or rush the injured person (s) to the hospital. Once you know more about the patient's condition, you will be in a better position to tell the doctor about his/her condition.

Check for Obstructions in the Persons Mouth And Throat

If you do not hear any breathing sounds, check his or her mouth for any obstructions. If there is something obstructing the airway, use your index and middle to finger clear the airway.

Perform Live Saving Techniques

If there is no pulse, CPR or EAR, keep the persons neck straight to start EAR (external air resuscitation) or CPR (cardio pulmonary resuscitation).

There are 3 types of EAR:

- Mouth to mouth
- Mouth to nose
- Mouth to mask

Ways To Help in Grave Situations

If there is bleeding coming from the mouth or the patient is vomiting, turn the person on his/her side. This will avoid any chances of the person choking. Place the person's arm that is under him straight out and the arm closest to you across his chest.

Deal with Open Wounds

If there are extensive wounds, try to control the bleeding using pressure to the area using a cloth. Press down with your palms rather than your fingertips.

Always Suspect Spinal Injuries

If the persons neck is in an awkward position (not normally placed) or the person is unconscious, do not move the person. Get help immediately, this could mean that the person's neck is broken, and moving him/her in such a situation can cause more harm than good.

Keep the Person Warm

Usually, accident victims feel excessively cold due to shock. Hence, keeping them warm is essential to survival. You can use whatever you have to do this, such as a T-shirt, jacket etc.

Avoid feeding the person

Do not give the person any water, food or other fluids through the mouth, as it could lead to the patient choking.

“Always Keep Safe, and Be Your Neighbours Keeper”

The **Ambulance Operator** *of the Month*



Benjamin Oluoch

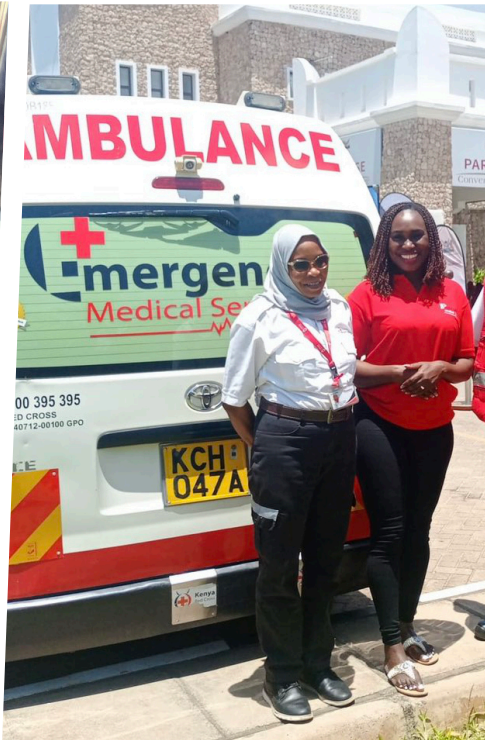
Ambulance Operator Nairobi



Pictorial



(Left to Right) Nairobi Regional Commissioner Mr. Kangethe Thuku, and Elly Odhiambo (Paramedic) during a visit to E-Plus



On Standby at the 2022 Council of Governors Induction Retreat in Mombasa County



Doing what we do best:
Evacuating victims of a collapsed building in Kirigiti, Kiambu County

Inauguration Ceremony of President William Ruto at Kasarani Stadium



E-Plus Wins Big at the National First Aid Competitions



The Participating Team at the competition



Elly Odhiambo (winner in the Emergency Medical Technician category)



The Kenya National Enduro Championship has recognized our ambulance crew for their continued provision of top-notch emergency medical services during their rally races



From Left to Right: (Patrick Marianjugu-Ambulance Operator, Fatma Wangari, (Centre) Paramedic and Peter Mwangi, Dispatch Supervisor) pose for a photograph after being awarded with the trophy



If you need to contribute articles/materials to the E-Plus NewsPod, kindly get in touch through

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