

# MEDICAL AID

First-Aid Guide





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# Emergency phone numbers

Doctor

Eye specialist

Poison control 070 245 245

Police 101

Ambulance/Fire brigade 112

## Acknowledgement by Mensura

CPR and resuscitation techniques are not covered in this brochure and are only to be performed by staff who have been trained and have demonstrated competence in the proper use of these procedures.

# A

EMERGENCY NUMBER 112

## Airway obstruction

### Severe obstruction

#### In a conscious patient

- ✔ 5 sharp back blows
  - one hand on victim's chest
  - lean the victim slightly forward
  - give up to 5 sharp blows between the shoulder blades with the heel of your other hand
  - check after each blow if the obstruction has been relieved

- ✔ If unsuccessful, give up to 5 abdominal thrusts (Heimlich manoeuvre)

- ✔ Continue alternating: 5 back blows /5 abdominal thrusts

#### In an unconscious patient

- ✔ Begin CPR (resuscitation techniques are not covered in this brochure)

### Mild obstruction

- ✔ Encourage the patient to continue coughing

#### Abdominal thrusts

- stand behind the victim (who is leaning forward)
- clench one fist around the abdomen
- grasp your fist with your other hand
- arm placed below ribcage
- pull sharply inwards and upwards



# A

## Amputation

- ✔ Stop the bleeding by applying a compression bandage
- ✔ Use a tourniquet if needed
- ✔ Wrap the severed body part in (sterile) gauze compresses or clean linen (no direct contact with ice) and hand it to the emergency service workers



# B

## Bleeding

### Venous bleeding

- ✔ Keep the bleeding area elevated
- ✔ Apply pressure to the site of the bleed until bleeding stops
- ✔ Disinfect afterwards (see 'Wound Care', p. 21)

### Arterial bleeding

- ✔ Keep the bleeding area elevated
- ✔ Apply pressure to the site of the bleed/pressure bandage
- ✔ Call 112
- ✔ For severe bleeding: apply a tourniquet and take note of the time

### Nosebleeds

- ✔ Tilt the head slightly forward
- ✔ Blow the nose once
- ✔ Pinch the nasal bones with thumb and index finger for 10 minutes



### SYMPTOMS

#### Venous bleeding:

- dark red, steady flow

#### Arterial bleeding:

- bright red, comes out in spurts with each heartbeat

## Blisters

- ✓ Only pop or drain the blister if painful

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- ✓ Disinfect the blister and surrounding area

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- ✓ Use a sterile needle to puncture the blister near the blister's edge, keeping the needle parallel to the surface of the skin

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- ✓ Drain the fluid using a sterile compress

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- ✓ Cover the blister loosely with a sterile bandage

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- ✓ Never drain or pop blisters caused by burns

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## Burns

- ✓ Always use water first

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- ✓ Hold the burned area under cool (not cold) running water for 15 minutes

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- ✓ Remove jewellery

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- ✓ In the event of a chemical burn, immediately remove items of clothing that may be contaminated by the chemical (rinse area for 30 minutes)

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- ✓ Do not break the blisters

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- ✓ Small-sized 1<sup>st</sup>- or 2<sup>nd</sup>-degree burns (<€ coin): apply Flamigel®

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- ✓ Major burns:
  - cover the burn area with a sterile bandage
  - do not apply any ointments
  - take the victim to the hospital or call 112

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### SYMPTOMS

#### 1<sup>st</sup>-degree burns:

- redness and pain

#### 2<sup>nd</sup>-degree burns:

- redness and pain
- blisters

#### 3<sup>rd</sup>-degree burns:

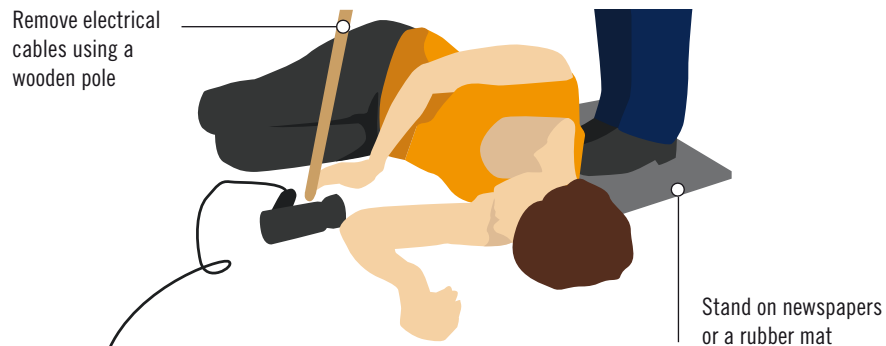
- charred skin
- risk of shock

# E

EMERGENCY NUMBER 112

## Electrocution

- ✓ Turn off the source of electricity, if possible
- ✓ Protect yourself: wear gloves, stand on newspapers or a rubber mat
- ✓ Use a wooden pole or broom to push electrical cables away from the victim
- ✓ Loosen constrictive clothing
- ✓ Place the victim on the floor (see 'Recovery position', p. 19)
- ✓ Check heart rate and breathing
- ✓ Call 112
- ✓ Use a sterile bandage to cover any burns
- ✓ CPR: only by trained staff



## Epilepsy

- ✓ Clear the area around the victim to prevent injury
- ✓ Put a folded jacket under the victim's head for protection
- ✓ Keep onlookers away
- ✓ Loosen constrictive clothing
- ✓ Make sure the victim gets fresh air
- ✓ Call 112

### SYMPTOMS

- sudden drop to the ground
- stiffening of limbs, followed by rhythmic movements of the arms and legs
- temporary respiratory arrest
- tongue bite, foaming from the mouth
- loss of urine
- confusion following the seizure
- usually resolves spontaneously

# E

## Eye injury

- ✓ Calm the victim
- ✓ Dust particles: remove particles using the corner of a handkerchief
- ✓ Chemicals: flush the eye with lukewarm water for 30 minutes; then cover the injured eye with a sterile gauze
- ✓ Splinters: cover the eye with a sterile gauze, preferably both eyes
- ✓ Consult an eye specialist without delay
- ✓ Do not apply any ointments
- ✓ Remain with the victim

### SYMPTOMS

- pain
- redness
- tearing
- pupillary changes
- reduced eyesight



# F

## Fainting

- ✓ Make sure the victim gets fresh air
- ✓ Loosen constrictive clothing
- ✓ Lay the person down on the ground, raising their legs above heart level

### SYMPTOMS

- pale appearance
- yawning
- seeing stars
- retching

# F

## Fracture

- ✓ Do not move the victim unless in immediate danger
- ✓ Stop the bleeding if required
- ✓ Immobilise the injured area
- ✓ Use a sterile bandage to cover any open wounds
- ✓ Do not remove clothing or shoes

### SYMPTOMS

- pain
- swelling
- limited mobility
- out-of-place or misshapen limb or joint



# H

## Heart failure

- ✓ Calm the victim
- ✓ Call 112
- ✓ Place the victim in a half-seated position
- ✓ Loosen constrictive clothing
- ✓ Make sure the victim gets fresh air
- ✓ Monitor breathing and heart rate
- ✓ Ask about medication

EMERGENCY NUMBER 112

### SYMPTOMS

- uncomfortable pressure and pain behind the breastbone
- pain spreading to the (left) arm, jaws or shoulders
- sweating
- ashen grey appearance
- breathlessness
- retching
- dizziness
- fear or anxiety
- often occurs after intense physical activity, sometimes after a heavy meal or due to stress

Not all symptoms are present in all cases.





# H

## Heat stroke / sun stroke

- ✓ Move the victim out of the heat
- ✓ Bring the victim to a cool environment /lukewarm bath or shower
- ✓ Loosen constrictive clothing
- ✓ Help the person drink small amounts of cool water
- ✓ Seek advice from a doctor, especially for children less than 5 years old

## Hyperventilation

- ✓ Help the victim breathe slowly
  - breathe out first, then breathe in slowly while counting to 3, then breathe out slowly while counting to 6
  - repeat this process until symptoms disappear
- ✓ If unsuccessful: breathe slowly into a plastic/ paper bag held closely around the mouth and nose, or use cupped hands
- ✓ Contact your local doctor if symptoms persist

### SYMPTOMS

- headache
- dry, hot skin
- dizziness
- dry throat
- less responsive
- convulsion

### EMERGENCY NUMBER 112

### SYMPTOMS

- rapid and shallow breathing
- dizziness
- feelings of panic
- seeing stars
- sweating
- tingling sensation in the fingers or around the mouth

# I M

## Insect bites and stings

- ✓ Remove the stinger (bees/wasps) (optional: Aspivenin)
- ✓ Use a cold vinegar or ice compress on the affected area
- ✓ Disinfect

## Muscle cramps

- ✓ Apply a hot compress
- ✓ Stretch the muscle
- ✓ Massage the area

### REMEMBER!



#### If the sting has occurred in the throat/mouth:

- have the victim suck on ice or icecream
- if breathless or wheezing: place the victim in the recovery position (see p. 19)
- always call 112 or bring the victim to emergency care

### SYMPTOMS

- pain
- hard, swollen muscle



# P

## Poisoning

### Through inhalation

- ✓ Think of your own safety
- ✓ Move the victim away from the source of poisoning
- ✓ Loosen constrictive clothing
- ✓ Call 112

### Through ingestion

- ✓ Place the victim in the recovery position if unconscious (see p. 19)
- ✓ Do not induce vomiting
- ✓ If the source of poisoning is unknown;
  - do not vomit
  - do not eat/drink
  - rinse mouth using water but don't swallow
- ✓ If available: follow the instructions on the product label
- ✓ Call 112 and the poison control centre

POISON CONTROL CENTRE  
070 245 245

#### REMEMBER!



Give (empty) packaging and vomit or urine sample to the emergency service workers.

Also mention the following:

- product type
- amount
- time of ingestion
- symptoms
- age of victim
- time between ingestion and onset of symptoms

#### SYMPTOMS

- headache
- less responsive or more agitated
- breathing problems
- retching
- stomach pains
- vomiting/diarrhoea
- skin rash
- shock

# R

## Recovery position

The recovery position is recommended for:

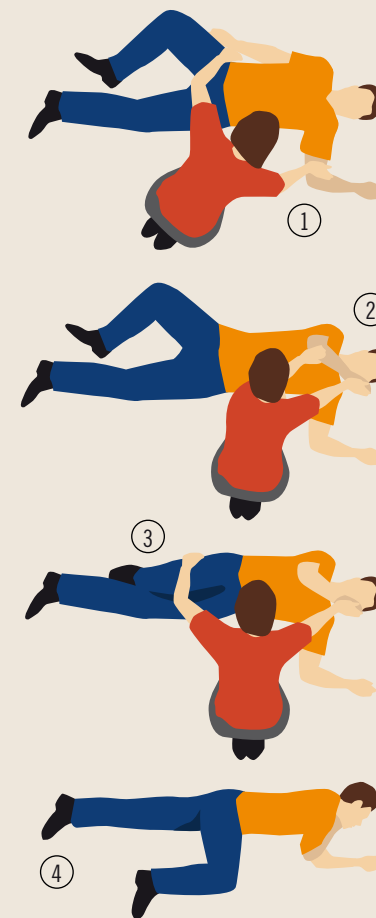
- victims who are unconscious or less responsive
- when no spinal injury is suspected
- with normal heart rate and normal breathing

#### Objective:

Keeping the airways open

#### Important:

Tilt the head slightly backwards



# S

EMERGENCY NUMBER 112

## Shock

due to sudden drop in blood pressure (collapse)

- ✓ Lay the person down and elevate his/her feet
- ✓ Loosen constrictive clothing
- ✓ Cover the victim with a blanket (not too hot)
- ✓ Monitor breathing and heart rate
- ✓ Call 112

## Sprains and dislocated joints

- ✓ Elevate the injured limb
- ✓ Apply a cold compress (e.g. cold pack)
- ✓ Use an elastic support bandage
- ✓ Stop using the injured part immediately
- ✓ Ask your doctor for advice

### SYMPTOMS

#### Due to blood loss or lack of fluids

- change in level of consciousness
- pale appearance
- clammy skin
- rapid, weak pulse
- yawning
- rapid breathing

### SYMPTOMS

- pain
- swelling
- amishshapen limb or joint

# W

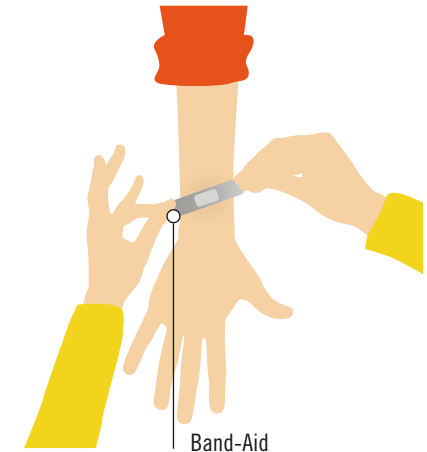
## Wound care

- ✓ Ask the victim to sit or lie down
- ✓ Stop the bleeding if needed (compression bandage)
- ✓ Wash your own hands first, use disposable gloves
- ✓ Clean the wound using water and soap
- ✓ Disinfect the wound using a (sterile) bandage (do not use ether, eosin, mercurochrome, cotton wool, ointment or powder). Use a colourless disinfectant.
- ✓ Disinfect the wound starting at the centre and working outwards
- ✓ Also use oxygenated water if the wound is:
  - contaminated with soil
  - caused by an animal bite, barbed wire, rusty nails, etc.
- ✓ Cover the wound using a wound dressing or band-aid

### REMEMBER!



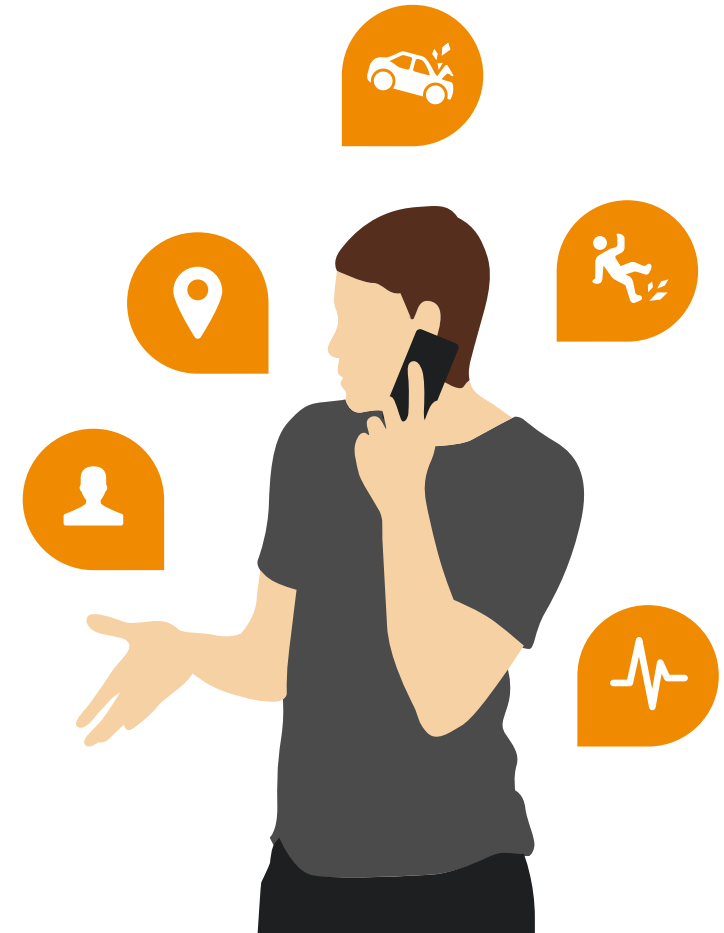
- If your last tetanus shot was longer than 10 years ago, then visit your local doctor.
- Redness, pain, swelling and warmth around the affected area are signs of infection. Visit your local doctor.



EMERGENCY NUMBER 112

# Contacting emergency services

- ✔ Think of your own safety
- ✔ Keep your surroundings in mind (e.g. heavy traffic, gas leak)
- ✔ Do not delay contacting emergency services
- ✔ Call 112
- ✔ Stay calm and clearly communicate the following details:
  - your own identity
  - the location, including additional details (e.g. a nearby intersection, church)
  - number of people injured
  - seriousness and nature of the incident (e.g. heart attack)
  - current conditions (e.g. trapped victim)
- ✔ Always be the last one to hang up the phone



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