INTRODUCTION OF VIDEO TRIAGE OF CHILDREN WITH RESPIRATORY SYMPTOMS AT A MEDICAL HELPLINE

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Background Acute behavioural disturbance, also known as excited delirium, is a medical emergency. Paramedics are required to balance competing concerns, including the risks of restraint to the patient, the need for diagnostic accuracy and the need for compliance with relevant legislation. Decisions take place in the context of challenging situations and paramedics are required to work closely with other professionals, such as the police.

Method 17 semi structured interviews and focus group were undertaken with Paramedics and Advanced Paramedic Practitioners. This data is being analysed using reflexive thematic analysis (Braun and Clarke, 2006), informed by critical realism.

Results We have identified five tentative themes: Professional identity and patient advocacy, adequacy of clinical...