



WHAT IS A MEDICAL EMERGENCY?

A medical emergency is a sudden and serious illness or injury that requires immediate medical attention to prevent death, serious harm, or a rapid worsening of the patient's condition.

Medical emergencies are usually new or unexpected events that can be treated urgently, rather than long-term conditions that are stable and not suddenly changing.

Examples of medical emergencies include:

- Severe injuries (such as car accidents, falls, or violent incidents)
- Difficulty or inability to breathe
- Collapse, loss of consciousness, or unresponsiveness
- Severe chest pain or suspected heart attack
- Stroke symptoms (such as sudden weakness, confusion, or difficulty speaking)
- Heavy or uncontrolled bleeding
- Ongoing or repeated seizures
- A critically ill child or baby

This does not usually include:

- Chronic medical conditions without sudden deterioration
- End-of-life care situations where emergency intervention is not appropriate
- Stable patients who can safely be managed and transported by standard ambulance
- Normal, uncomplicated childbirth or delivery

A helicopter WILL NOT be activated if a suitable ground ambulance can provide the same level of care within an appropriate time frame.

Why Clients Choose ROCKET Connect

- One call activates medical expertise, coordination, and resources
- No confusion during a crisis — we guide the process
- Family members receive support and reassurance
- Focus on patient outcomes, not just transport

If You Are Ever Unsure

If there is any uncertainty about whether a medical flight or advanced care is needed, our 24/7 dispatch centre will assess the situation and assist immediately.



**0860
FLIGHT**



**087
288
5555**

 **THE ROCKET WAY!**