

## 2013 CRUZ ROJA MARCH GENERAL MEETING

### Lakeside Emergency Response System

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*To be used in conjunction with the “Chapala Emergency Medical Process” Flowchart*

Most people do not know how the Emergency Response System functions in the Lake Chapala area, and many are completely confused and unprepared when a serious emergency arises. There are various legal, cultural, language, and regional factors involved. However the emergency response system worked in your home country, it is probably different here. This article and flowchart explain how the system functions, and with regards mostly to the Cruz Roja in Chapala, so that everyone has the opportunity to be prepared in case of a medical emergency.

I am not going to discuss all the clinics simply because I do not have involvement with all of them. The two clinics that play the largest role in emergencies here are the Cruz Roja and the Clinica Municipal in Chapala; and the main ambulance services being the Cruz Roja, Clinica Municipal, Bomberos (Fire Department) of Chapala, and the ambulance of Ixtlahuacan.

The main ambulance service for home calls being the Cruz Roja with four ambulances - three in Chapala, and one at the sub-station in Ajijic, and multiple EMT teams 24 hours a day. It is also the main, but not the only, ambulance service for auto accidents.

First, who do you call? There are two options. You can call 065 and the information will reach us indirectly, or the better option is to call the **Cruz Roja directly at (376) 765-2308.** If there is no answer, it is because they are talking on the line (with call waiting, there is no busy signal). Just call back. We need to know the nature of the problem, but keep it short. Make sure we can find you. Have your house number clearly marked and illuminated. If your street has no street sign, get one. If your street is confusing, [e.g. if your street is three parts that do not connect, changes its name at some point, or house #527 comes between 600 and 700] we need to know that, too.

Whether you are brought in by ambulance, walk in, or are carried in, we try to do the best we can do for each patient. However, sometimes special medical attention

is needed such as emergency surgery or advanced laboratory or image (CAT scan, MRI, etc) exams that are not available here. This is not as simple as in the USA or Canada, or many other countries.

The flowchart shows the path for options A, B, C, D, and E.

Unfortunately, many people want or expect option E, although, here, it is illegal.

Option A covers all the options of a typical ambulance call. First the EMTs evaluate the patient. Not everyone needs or wants more treatment. If medical treatment is needed, there are two options at this point. Be brought by ambulance to the Cruz Roja for treatment, or if you and your personal doctor already know you need hospitalized, you can pay for private transport to a private hospital in Guadalajara (keep in mind that private hospitals want proof you can pay). Also, if the patient goes to the Cruz Roja, and it is determined that the patient needs hospitalization, the same applies in that you can go to a private hospital. You can also sign a release and go to a government-subsidized hospital by your own personal transportation or taxi.

However, taking you to a government-subsidized hospital such as Hospital Civil by ambulance is not an immediate option because it is illegal without permission by S. A.M.U. (Servicio de Atencion Medica de Urgencias). We must be given a permit number to take any patient to any government-affiliated hospital. There are more people needing “free” emergency care than there are doctors and hospitals to treat them. S.A.M.U. determines who gets permission based on need and ability to benefit. Those with government insurance get permission fast because there are simply more insurance hospitals. IMSS has 7 major hospitals in Guadalajara, ISSSTE has one, etc. Without insurance most everyone will go to one of the two Civil Hospitals, and space is limited. Those who would die without rapid attention, and who will probably live after treatment are at the top of the list. Non-emergencies and patients with chronic conditions, who would probably die even with rapid treatment, are near the bottom. Everyone else is somewhere in between, but not at the top, and depending on your condition and how many new patients make the top of the list while you are waiting, the waiting time could be hours, days, or weeks.

Everyone needs to have a plan. The flowchart lists your options. Know which

options will apply to you, and plan accordingly. Consider the role of insurance, your private doctor, and communicate with family and friends regarding what you want them to do for you, or you for them, in case of a serious medical emergency.

### **Hospitals of interest to the non-insured:**

Hospital Civil "Fray Antonio Alcalde" (Viejo), Colonia Centro, Guadalajara  
Calle Hospital #278 (urgencias adultos), Calle Hospital #310  
Calle Coronel Calderón #777 (urgencias pediatría)

33 3614 5501

Urgencias Adultos: ext. 174

Medicina Interna Adultos: ext 212

Terapia Intensiva Adultos: ext. 201

Consulta Externa: ext. 226

Cardiología: ext. 212

Hospital Civil "Dr. Juan I. Menchaca" (Nuevo)

Salador de Quevedo y Zubieta #750, S.L., Guadalajara

33 3618 9362

For trauma, you can also go to one of two Cruz Verdes:

Cruz Verde - Francisco Ruíz Sánchez

Antonio Tello N° 215 (entre calle 52 y Medrano)

Col Medrano, Zona Olímpica, Guadalajara

33 1201 8401

Cruz Verde - Jesús Delgadillo Araujo

Mariano Barcenás N° 997 Esq. Privada Veracruz

Col. Alcalde Barranquitas, Zona Centro, Guadalajara

33 1201 7200

There is a specific Cruz Verde for poisoning and overdoses which handles only intoxication (drugs, scorpion, spider, snakes, etc). Note that while the Cruz Roja

does handle overdoes, scorpion stings etc., it currently has no spider antivenom.

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# Chapala Area Emergency Medical Process

