



60-Second Reception Escalation Card

The 60-second title is a memory aid. Do not wait to call 000. Act immediately for a serious urgent emergency. Reception recognises and escalates; it does not diagnose.

RECOGNISE | SEE

Stop the queue. Notice exact words and visible change: consciousness, breathing, severe pain, sudden weakness, heavy bleeding, seizure or immediate threat of harm. Do not put an emergency caller on hold.

ACT IMMEDIATELY | CALL

Call 000 now for a serious urgent emergency or when the practice procedure says to do so. Activate the duress or emergency signal. Alert the nominated clinician or first-aid person. State the location clearly.

SUPPORT AND HAND OVER

Keep the person supported and as safe as possible within your training and local plan. Send someone to meet the ambulance. Hand over who, where, what, when, change and actions. Record facts after immediate safety is managed.

CALL 000 | EXAMPLES

Chest pain or tightness; severe breathing difficulty; sudden face, arm or leg weakness or trouble speaking; seizure; unconsciousness; uncontrolled bleeding; severe allergic reaction; suspected overdose; immediate danger of suicide or violence.

WHILE HELP IS COMING

Follow 000 instructions and your training. Do not give food, drink or unapproved medication. Do not arrange a private car when an ambulance response is required. Preserve staff safety and a clear exit.

MENTAL HEALTH EMERGENCY

If someone may harm themselves or another person, or there is a weapon or immediate danger, call 000. Keep a safe distance and clear exit path; speak calmly and do not place yourself at risk.

Sources: [Healthdirect calling Triple Zero](#); [mental health crisis support](#); local emergency-response plan.

A Clear Handover in One Breath

SAFE OPENING

“I am at [practice and exact location]. I have [name or approximate age]. They are [conscious, breathing and visible problem]. This started [time]. We have [actions taken].”

SAFE PHONE LINE

“I am concerned this may be urgent. Tell me your exact location and callback number while I activate help.” Do not put an emergency caller on hold.

SAFE BOUNDARY

“I cannot diagnose or promise a waiting time. I can get the right person to assess the situation and follow our emergency process now.”

POPGUNS - EMERGENCY RECOGNITION MEMORY AID

Use the current danger and local emergency process. The 60-second structure is a memory aid: do not wait to call 000.

P	Pain or pressure	Current chest pain or tightness; severe pain with immediate danger
O	Overdose / serious poisoning	Suspected overdose, or poisoning with collapse, seizure or breathing difficulty
P	Pregnancy	Severe pain, heavy bleeding, collapse or urgent pregnancy concern
G	GI bleeding	Vomiting blood or another serious gastrointestinal bleed
U	Unconscious	Collapsed, unresponsive or difficult to rouse
N	Neurological	Sudden face or arm weakness, speech change, seizure or sudden severe headache
S	Severe breathlessness	Unable to speak normally, blue lips or severe breathing difficulty

Other suspected poison exposures: call the Poisons Information Centre on **13 11 26** immediately and involve the clinical team. Do not wait for symptoms or judge a safe dose at reception. Call **000** for overdose, serious symptoms or immediate danger.

Document after safety: time, exact words or observations, who was alerted, 000 call time, advice, changes and handover.

Localise: Emergency/duress method: _____ Response lead: _____ Practice address: _____

Sources: Healthdirect - calling Triple Zero; poisoning; mental health crisis support.