

## INTRODUCTION

The Medical Emergency Call Centre (MECC) responsible in answering 999 emergency calls and handles ambulance calls for cardiac arrest. We present a series of cases that demonstrate the Return of Spontaneous Circulation (ROSC) following effective CPR effective CPR guidance provided by our centre.

## CASE DESCRIPTION

**Case 1:** A 60-year-old female was found unconscious in the house by her daughter. Agonal breathing was identified and the daughter was instructed to initiate Cardiopulmonary Resuscitation (CPR) by MECC. The ambulance arrived approximately 15 minutes later and patient had ROSC.

**Case 2:** A 32-year-old Chinese male, an OKU (person with disabilities), was found unresponsive by his brother. Emergency services were contacted. The brother was initially hesitant to do CPR as instructed by MECC but was persuaded to proceed with it till ambulance. Upon EMS arrival, the patient was ROSC and in the state of semiconscious.

**Case 3:** A 58-year-old Malay male collapsed while waiting at a car wash. A bystander witnessed the incident and immediately contacted emergency services. Pre-arrival instructions were provided, guiding the caller to initiate Cardiopulmonary Resuscitation (CPR) till ambulance arrived. Upon arrival, Emergency Medical Services (EMS) administered a 200J defibrillation. The patient was then transported to the hospital. At the hospital, the patient had ROSC and was subsequently referred to the Institute Jantung Negara for primary percutaneous coronary intervention (PCI).

## DISCUSSION

Providing clear and calm guidance for laypersons during cardiac arrest is challenging. Studies showed that early dispatcher-assisted telephone CPR had proven improve survival outcomes even to untrained callers.

## CONCLUSION

Providing clear and calm guidance for laypersons during cardiac arrest is challenging. Early dispatcher-assisted telephone CPR had proven improve survival outcomes even to untrained callers.

## REFERENCES

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## KEYWORDS

Dispatcher-assisted telephone CPR, ROSC