

# EMERGENCY MEDICAL SERVICE (EMS)

## 1. Ambulance Runs

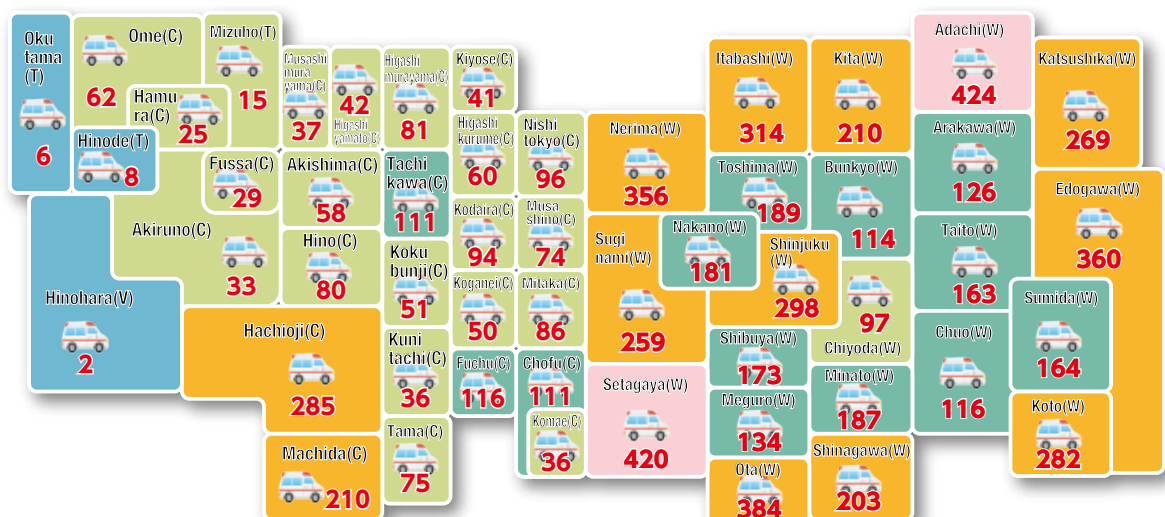
### (1) EMS Summary

The 5-year, (2017-2021), change in the number of ambulance runs and the nationwide dispatch number in 2020 are as follows. The number is as of April 1, 2021. The number of nationwide ambulance units is 5,302, and that of ambulances, including back lines, is 6,579.

Chart 1-1-1. 5-year Change in Ambulance Runs (2017-2021)

Types	2017	2018	2019	2020	2021	Nationwide (2020)
Number of Responses	785,184	818,062	825,929	720,965	743,703	5,933,277
Average Response per Day	2,151	2,241	2,263	1,970	2,038	16,211
Dispatch Frequency (Seconds)	40	39	38	44	42	5.3

Chart 1-1-2. Ambulance Runs by District (Round figures in 2021)



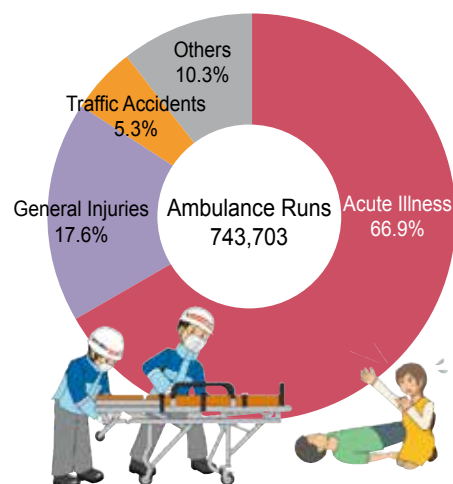
W : Ward C : City T : Town V : Village

Color Code (Ambulance Runs) 0~9 10~99 100~199 200~399 400~ (Unit: 100)

Acute illness, General Injuries and Traffic Accidents account for about 90% of all the causes of ambulance runs.

Chart 1-1-3. Ambulance Runs by Accidents Type

Accident Types	Number	Rate	Other Breakdown	Number	Rate
Acute Illness	497,198	66.9%	Transportation between Hospitals	42,345	5.7%
General Injuries	130,625	17.6%	Assaults	4,909	0.7%
Traffic Accidents	39,614	5.3%	Sports Accidents	3,495	0.5%
Others	76,266	10.3%	Worksite Accidents	4,616	0.6%
Total	743,703	100.0%	Self-injuries	5,865	0.8%
			Fire Accidents	3,249	0.4%
			Water Accidents	583	0.1%
			Equipment Transportation	558	0.1%
			Doctor Transportation	189	0.0%
			Natural Disaster Accidents	19	0.0%
			Others	10,438	1.4%



## (2) Activity Time / Distance

In 2021, the average time required for emergency activities—from the moment ambulance teams were dispatched until their return to the fire station—was 101 minutes and 45 seconds, and the average running distance was 11.4 km.

Chart 1-2-1. EMS Activity Time / Distance

(m: minute / s: second)

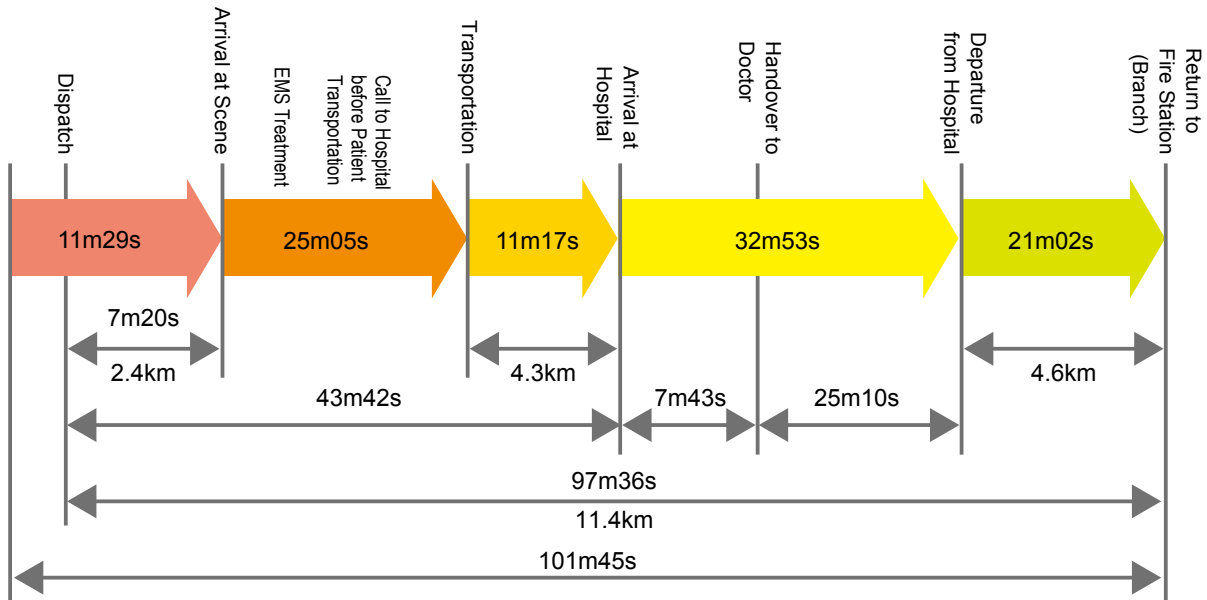


Chart 1-2-2. Ambulance Runs per Month

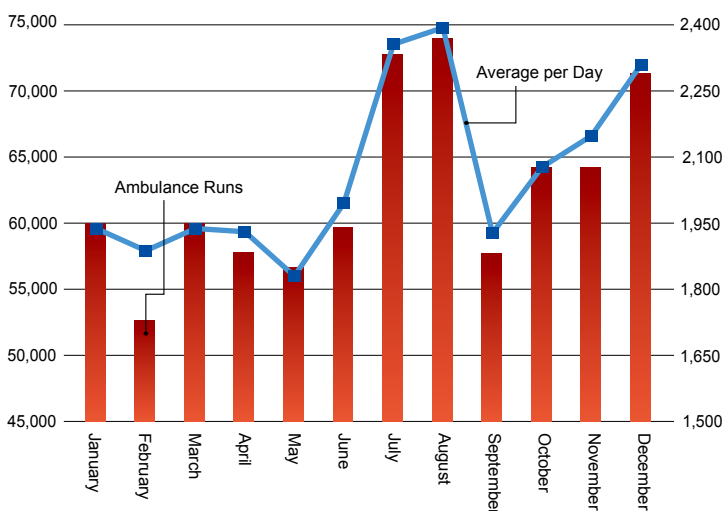
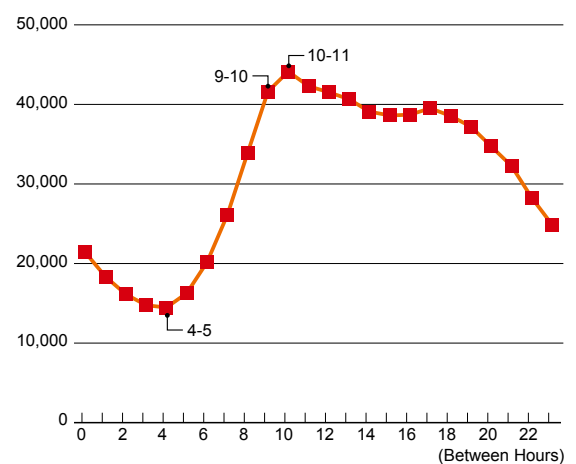


Chart 1-2-3. Ambulance Runs for the day

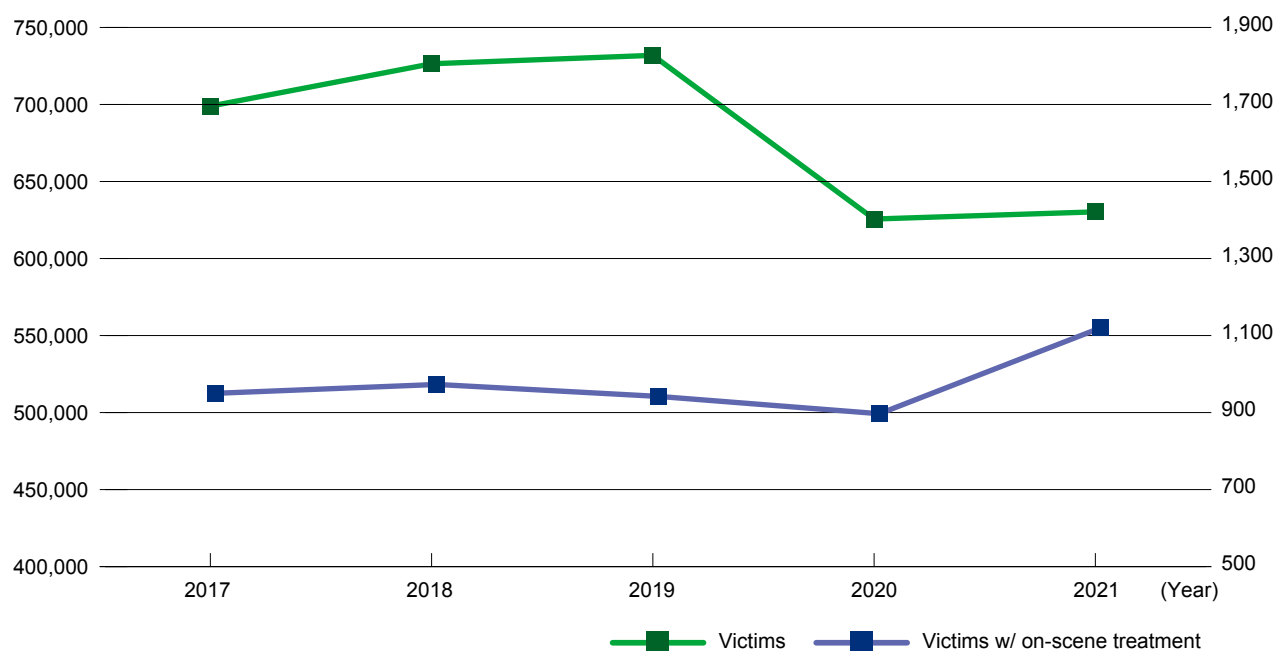


## 2. PATIENT TRANSPORT

### (1) 5-year Change in EMS Transportation (2017-2021)

The number of people transported by ambulances (the patients transported to medical institutions) was 630,287 in 2021, and the number of people treated at incident scenes (the patients who received first-aid treatment but were not transported to medical institutions) was 1,120. This means EMS teams attended to a total of 631,407 people.

Chart 2-1. Change in EMS Transportation



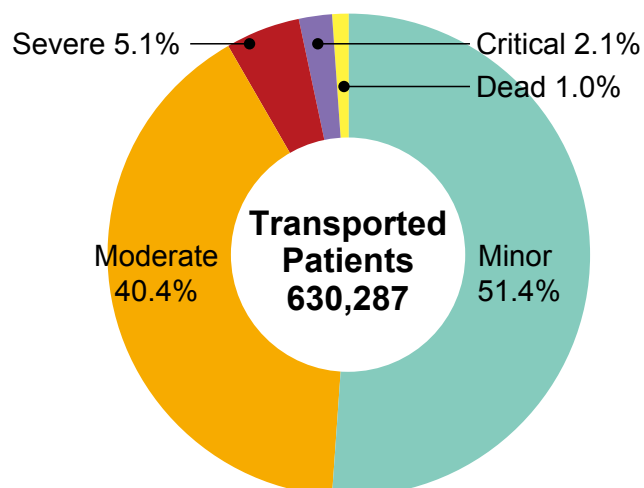
### (2) Transported Patients

#### 1 Degree of Severity at Primary Diagnosis

More than half the people transported in “minor” conditions, and “minor” and “moderate” conditions accounted for more than 90% of the total.

Chart 2-2-1. Transported Patients by Degree

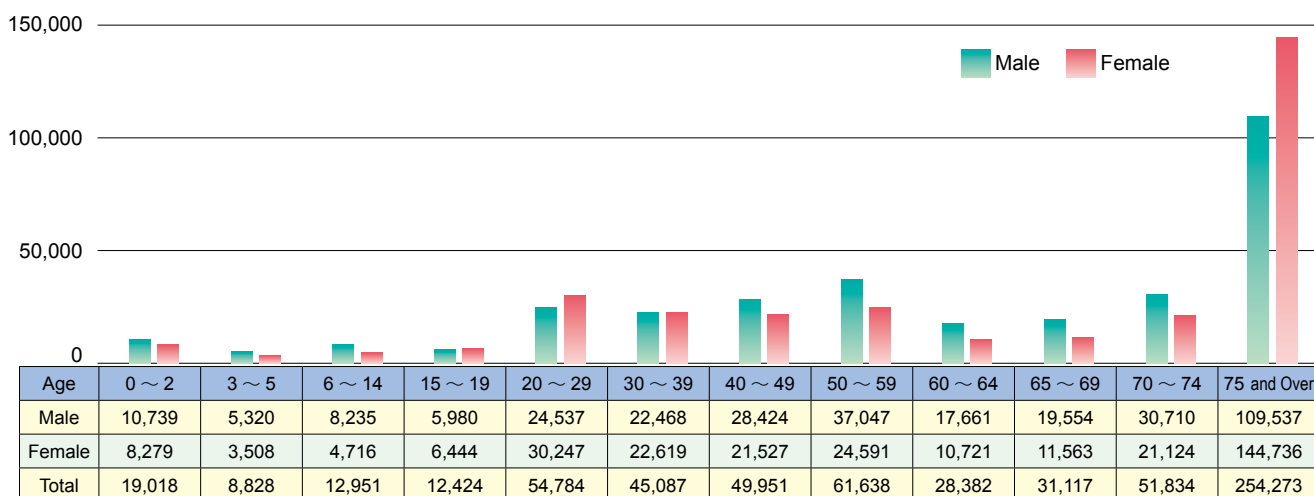
Degree	Transported Patients	Rate
Minor	323,857	51.4%
Moderate	254,504	40.4%
Severe	32,187	5.1%
Critical	13,388	2.1%
Dead	6,351	1.0%
Total	630,287	100.0%



## 2 Age Group

In terms of age group, the rate of the transported people aged 75 and over was the highest in 2021.

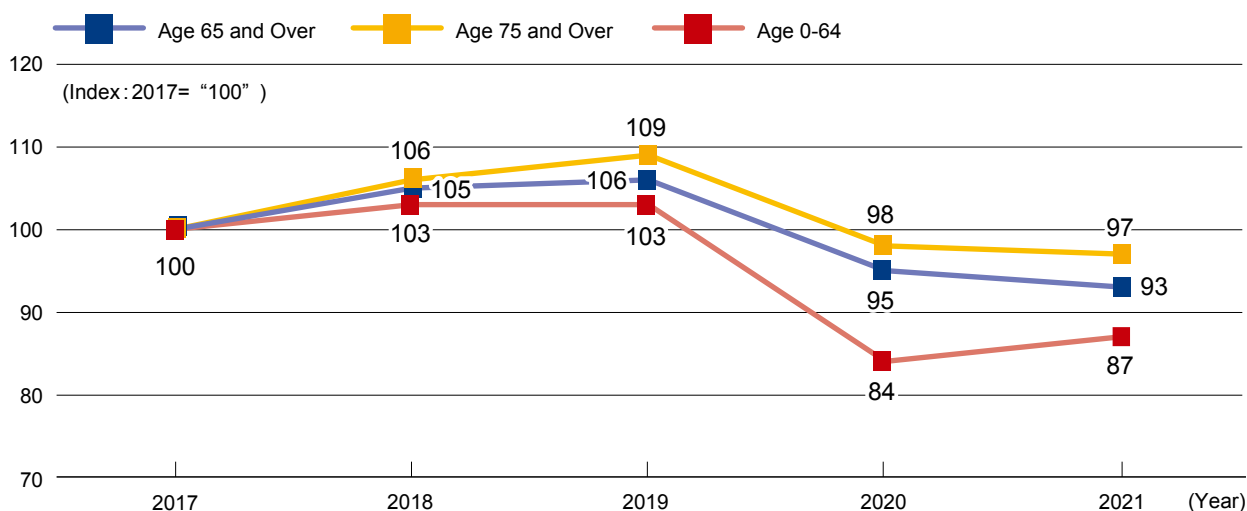
Chart 2-2-2. Transported Patients by Age Group / Gender



## 3 5-year Change in Number of Transported Elderly Patients (2017-2021)

A total of 337,224 elderly people aged 65 and over were transported in 2021, which accounted for 53.5% of the total.

Chart 2-2-3. Change in Transported Elderly Patients



	2017	2018	2019	2020	2021
Total Transported Patients	698,928	726,428	731,900	625,639	630,287
Age 65 and Over	361,734	378,314	383,856	342,085	337,224
Age 75 and Over	262,828	278,019	286,061	256,451	254,273
Age 0-64	337,194	348,114	348,044	283,554	293,063
Rate of Age 65 and Over	51.8%	52.1%	52.4%	54.7%	53.5%

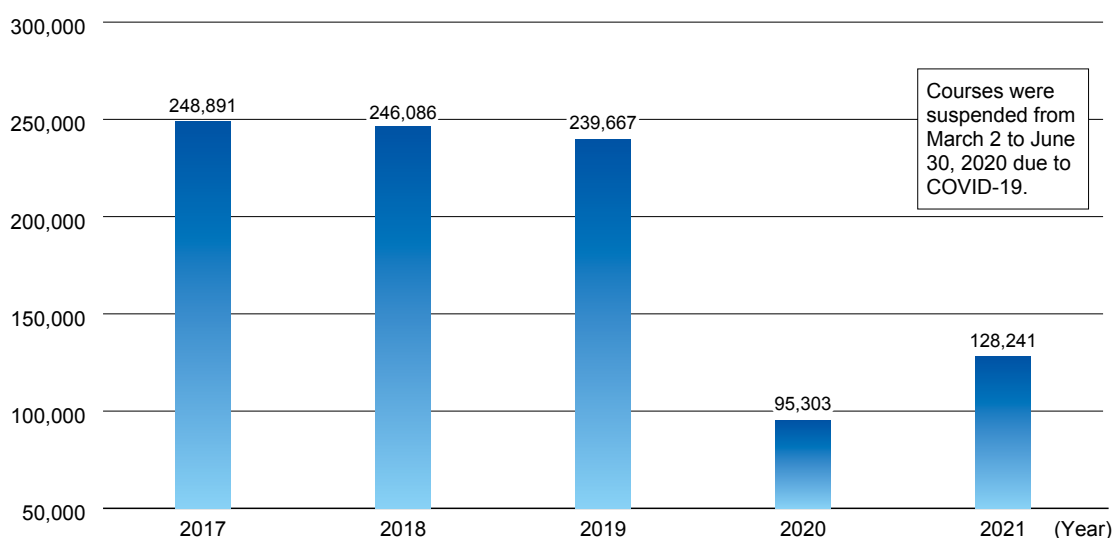
### 3. BYSTANDER FIRST AID

#### (1) Change in Lifesaving Course Trainees

The number of the participants in lifesaving courses (standard lifesaving courses, advanced lifesaving courses, and first-aid courses) accounted for 128,241 in 2021. The total number of participants, including those in emergency relief courses, accounted for 190,802.

There were cases where people with cardiac arrest received first-aid treatment, such as chest compressions or AEDs, from bystanders (12.7%) on the spot and those who did not receive treatment (4.6%). The survival rate of those who received first aid was approximately three times higher one month later than those who did not (in 2021). It is recommended to take lifesaving courses and learn first aid.

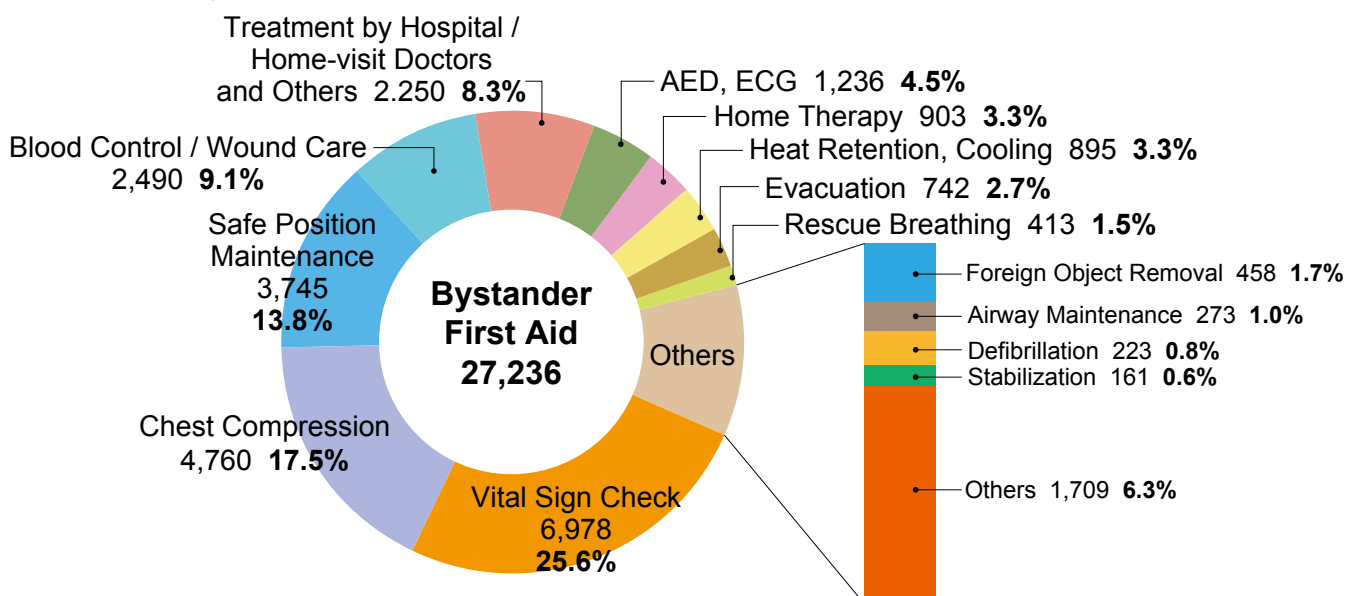
**Chart 3-1. Lifesaving Course Trainees**  
(Standard\*, Advanced\* and Instructor\* Courses)  
\*With retrainees included



#### (2) First Aid

Before the arrival of EMS crews, there were 27,236 cases of first-aid treatment by family members, friends, neighbors, etc.

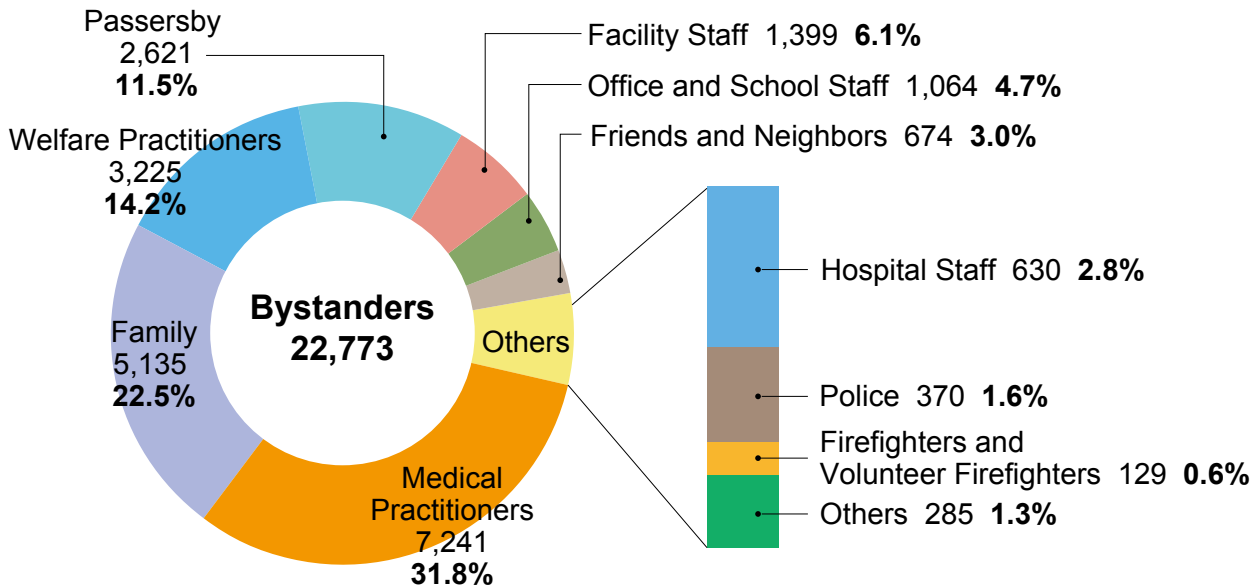
**Chart 3-2. Bystander-Initiated First Aid**



### (3) Bystander-initiated First Aid

A breakdown of residents, etc. who performed first-aid treatments shows that medical practitioners accounted for the highest number, followed by family members. It is recommended to take lifesaving courses for saving the lives of your loved ones.

Chart 3-3. Bystanders



## 4. #7119 Emergency Telephone Consultation Center



The “#7119” TFD Emergency Telephone Consultation Center gives advice on the phone to sick / injured people about what to do — to call an ambulance or go to the hospital or not, which hospital is most suitable, and so on.

### (1) Telephone Consultation

The following table shows the responses of the Emergency Telephone Consultation Center for the past three years, classified by consultation content.

Chart 4-1. Consultation Details

Year	Total	Hospital Information Guidance	Emergency Medical Consultation	Forwarded to "119" (EMS Request) after talking	Forwarded to "119" (EMS Request) in no time	Others
2021	362,392	124,228	236,757	38,755	719	688
2020	362,454	140,261	221,379	34,392	664	150
2019	417,013	184,425	231,686	31,412	717	185

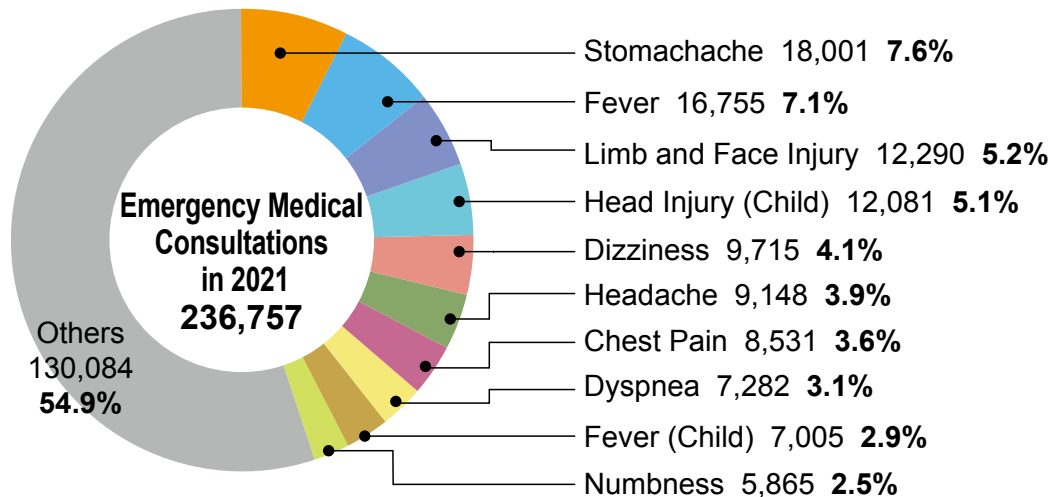
\*Number of emergency requests transferred to the Fire Department (dial 119) before connecting the calls to emergency consultation nurses based on the callers' requests or the contents of the calls.

## (2) Consultation Details

The graph below shows a breakdown of the emergency consultations out of the calls that the Center received in 2021.

The percentage of the consultations on stomachache and fever resulted in high numbers.

Chart 4-2. Details



## (3) Health Consultation by Age Group

The following graph shows the age structure of the people that callers consulted about in 2021. The percentage of those who consulted about children aged 0 to 14 is increasing.

The age structure of the people aged 75 and over, as the subjects of consultation, was 13.5%. In terms of the rate of the people transported by ambulances, those aged 75 and over accounted for 40.3% of the total.

Dial "#7119" if you are not sure whether or not to call an ambulance.

Chart 4-3. Health Consultation by Age Group

