

Ambulance New Brunswick

Who is Ambulance New Brunswick?

Ambulance New Brunswick (ANB) is the public sector company responsible for providing land and air ambulance services throughout New Brunswick. The organization was created in 2007, amalgamating 38 former ambulance service providers into a single province-wide system.

ANB has a long term contract with New Brunswick Emergency Medical Services, a subsidiary of Medavie EMS, a member of the Medavie Blue Cross group of companies, to ensure delivery of those services.

Nearly 1000 professionals are employed by ANB as paramedics, emergency medical dispatchers and flight nurses. ANB employees are subject to Continuous Medical Education sessions several times a year to ensure a high level of proficiency.

Safety is the number one priority for ANB. Safety for its patients, its personnel, and the general public. ANB's Driver Safety Program has received awards on both national and international levels.

ANB has also been recognized as one of the safest ambulance services in the world by the EMS Safety Foundation.

A comprehensive decontamination program is in place to ensure the safety of all occupants in the ambulance. This program goes above and beyond the regular cleaning of the ambulance and its equipment after each call.

Furthermore, ANB follows a vigilant and rigorous preventative maintenance program for the air ambulance and all land ambulances.

Did you know?

ANB has more than 130 ambulances and over 80 ambulance stations and posts strategically located throughout New Brunswick.

In addition, two fleet centers, in Moncton and Fredericton, are responsible for the maintenance of the ambulances.

ANB responds to nearly 100,000 calls on a yearly basis, traveling more than 9 million kilometres across the province.

The air ambulance performs more than 500 emergency calls each year, transporting sick and injured patients to specialized hospital care across the Maritimes and as far as Toronto and Montreal.

ANB's dispatch centre (the Medical Communications Management Centre or MCMC) in Moncton is responsible for dispatching ambulances across the province.

What happens when you call 911?

When you call 911, your call is answered at one of the provincial 911 Public Safety Answering Points (PSAP). Calling from a landline is much more effective than from a cell phone because it provides a number and address of the phone you are using, saving precious time. If you require an ambulance, your call will be transferred to ANB's dispatch centre, which operates 24 hours a day, 365 days a year.

When you call 911, it is important that you have the following information ready:

- The address, community name and phone number where the ambulance is required
- What happened
- How many patients there are
- List of medications (if applicable)

An emergency medical dispatcher (EMD) will ask you several questions to help triage the call and ensure the ambulance is responding to the correct location of the person requiring the ambulance. The information you provide will assist in sending the appropriate resources quickly and efficiently.



While you are giving the information to the EMD, another EMD is assigning an ambulance and relaying the information you provide to the paramedics. Should your emergency require any lifesaving instructions, the EMD with whom you are speaking will stay on the phone to assist you.

A few tips to remember

- Only call 911 in case of an emergency
- Stay calm and give clear information
- Provide accurate directions to your location
- The EMD will ask you for specific information in a specific order
- Remain on the line until he/she gives you the approval to hang up



For more information
about Ambulance New Brunswick,
please visit our website.

www.ambulancenb.ca