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GPS ADDRESS: GA-110-3586

My Ref. No.: MOH/OM/NAS-OP/001/20

Your Ref.

Tel.: 0303976158/



REPUBLIC OF GHANA

MINISTRY OF HEALTH
P O BOX MB-44
ACCRA

3rd January, 2020.

**H.E. THE PRESIDENT OF THE REPUBLIC OF GHANA
THE JUBILEE HOUSE
ACCRA.**

REQUEST FOR POSTPONEMENT OF COMMISSIONING OF AMBULANCES.

A Happy and Prosperous New Year to you Mr. President.

I forward to you a letter from the Management of the National Ambulance Service making a request for the postponement of the Commissioning of the new ambulances.

Having engaged them and listened to the reasons for the request for the postponement, I would like to add my voice for their request to be granted.

Your Excellency, please find attached the letter for your attention sir.

Please accept, the assurances of our highest consideration

Thank you

**KWAKU AGYEMAN-MANU (MP)
MINISTER FOR HEALTH**

cc: H.E. THE VICE PRESIDENT OF THE REPUBLIC OF GHANA
THE CHIEF OF STAFF, JUBILEE HOUSE
THE HON. MINISTER OF SPECIAL DEVELOPMENT INITIATIVES

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My Ref. No. NAS/AMBU COM /01

Your Ref. No.



REPUBLIC OF GHANA

NATIONAL AMBULANCE SERVICE
MINISTRY OF HEALTH,
P.O. BOX M-423,
ACCRA.

Tel. 0299370687

31ST. DECEMBER, 2019

**H.E. THE PRESIDENT
JUBILEE HOUSE
ACCRA.**

**THROUGH:
THE HON. MINISTER
MINISTRY OF HEALTH
P.O.BOX M 44
ACCRA**

Dear Sir,

REQUEST FOR POSTPONEMENT OF COMMISSIONING OF AMBULANCES.

This is to humbly request for postponement of the commissioning of the new ambulances which was slated for Monday the 6th of January 2020.

This request has become very necessary due to the fact that the following important technical issues that need to be completely addressed before the ambulances can be commissioned and dispatched to the various constituencies to ensure efficient and effective emergency responses suffered some delays due to unforeseen circumstances.

These are:

1. Training of staff and paramedics on usage of the ambulances and medical equipment: As part of the procurement of the 307 ambulances, the manufacturers through the Suppliers are supposed to provide user training for the ambulances and medical equipment onboard. However, this training could not take [place as scheduled by the manufacturers because they could not travel to the country before the end of the year due to their holidays season. The new dates scheduled for the training are in the weeks of the 13th and 20th of January 2020. This training shall comprise of the. Paramedics being trained on the usage of the different types of equipment in the ambulances while drivers are being trained on the operations of the new ambulances including how the dispatch and tracking systems work. It is vital to provide adequate training to staff before handing over the ambulances.
2. State of the art Digitized ICT Dispatch System: Currently, the National Ambulance Service has ten Dispatch Centres across the country. All these dispatch centers receive calls manually through separate telephone lines provided by the various telecommunication companies, making call taking and dispatching of ambulances very cumbersome and less efficient. This is not an efficient way to deliver emergency services. Therefore, as part of the procurement of the 307 ambulances, government is providing a digitized state of the art ambulance dispatch

management system integrated with the national digital addressing system, whereby all calls to the ambulance service will be routed through a computer system which will automatically generate the digital address location of the caller to enable the control center easily determine the nearest ambulance to dispatch. It will also allow the ambulance to easily determine the nearest health care facility suitable for the emergency. This system will also allow the ambulance, when dispatched, to easily navigate using the dispatch system in the ambulance straight to the location of the caller. It will also provide interconnectivity among the various ambulance stations and the dispatch centers as well as the dispatch centers and the receiving health facilities. This will enhance the response time of the ambulances and thereby improve patient outcomes.

This process is ongoing and expected to be completed in the second and third weeks in January.

3. Tracking Devices: There are tracking devices currently being installed in all the ambulances to ensure that the locations of all ambulances are known at every point in time. This will reduce the abuse of the usage of the ambulances and ensure that it benefits the people of Ghana. The process is also ongoing and will be completed in the 3rd week in January.

4. Service Centres: To ensure that the ambulances are maintained and sustainable, the Government has signed a service agreement with the suppliers to regularly service and maintain the ambulances even beyond the warranty period. Service centers are being set up across the country to cater for ambulances within each zone. This will ensure that ambulances will not have to travel very far for servicing. These service centres are to be completed in the 3rd week in January

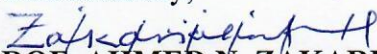
5. Labeling of the Ambulances: Since each constituency have a dedicated ambulance, there is the need for all ambulances to be labeled. This is currently being done. Despite the fact that every constituency is allocated an ambulance, there could be times that ambulances are dispatched to different constituencies based on the emergency and availability. This the reason why all the ambulances will be managed by the National Ambulance Service using a state-of-the-art dispatch system. This labelling is also ongoing and is expected to be completed in two weeks' time.

Since all the above issues are being addressed before the commissioning of the ambulances to ensure efficient and effective emergency response, we strongly recommend that the Commissioning is postponed to the 28th of January 2020 by which time all these issues would have been resolved,

We hope this request would receive your kind approval.

Thank you sir your excellency.

Yours faithfully,


PROF. AHMED N. ZAKARIAH
(MD, MPM, EMBA, MPHIL, FGCS)
CHIEF EXECUTIVE OFFICER, NAS.

CC:

H.E. THE VICE PRESIDENT OF THE REPUBLIC OF GHANA
THE CHIEF OF STAFF, JUBILEE HOUSE
THE HON. MINISTER OF HEALTH
THE HON. MINISTER OF SPECIAL DEVELOPMENT INITIATIVES