

CRUZ ROJA CHAPALA-----FAQ'S

www.cruzrojachapala.com

INTRODUCTION

There are differences between the Red Cross in the U.S. and here in Mexico. In the U.S., the Red Cross is a disaster organization, helping displaced people with food, shelter, and clothing. The Mexican Red Cross, on the other hand, is an emergency medical service with ambulances, paramedics, EMTs, doctors and nurses. We operate with a staff 24/7. Our facility in Chapala has X-ray, EKG, defibrillators and everything for initial assessment of a medical condition. Donations are so very important as to keep our West side ambulance, and for programs such as medical English for Cruz Roja personnel

WHAT HAPPENS WHEN I CALL?

You are asked for your name, address (location), telephone number and nature of illness. If someone is available, they'll ask for a person to be outside to guide them to the location of the incident.

WHAT IS THE CORRECT PHONE NUMBER?

(376) 765- 2308 or 065 (routed thru Guadalajara by radio to us)

WHAT HAPPENS IF I HAVE IMSS?

Initial treatment and stabilization is given at the Chapala clinic and then transport, if necessary, to approved IMSS location is then given at the direction of the Dr.

CAN THEY FIND MY HOUSE?

Yes, the ambulances and dispatcher have up to date maps and are in constant communication via radio and/or cell phone.

IS IT TRUE THAT ONLY CRUZ ROJA CAN PICK UP PATIENTS AT ACCIDENT AND CRIME SCENES?

No, the law recently changed. Private ambulances charge for their services, but Cruz Roja or Cruz Verde (the local municipal ambulance service in some areas) are available on an ability to pay basis.

ORGANIZATION:

DO DOCTORS, NURSES, DISPATCHERS AND PARAMETICS SPEAK ENGLISH?

Most speak some and others are bilingual. English medical term courses have just been completed (July 2008) for all employees.

WILL THE WEST SIDE AMBULANCE STAY THERE?

Plans are in place to keep a centrally located ambulance on the west side of Ajijic.

HOW CAN I VOLUNTEER?

Contact any volunteer officer or attend a meeting (1st. Wednesday of every month at 2 pm. at LCS Sala) and pick up an application.

IS SOMEONE AVAILABLE ALL DAY 24/7?

We are fully staffed (2 full ambulance crews, doctors and nurses) 24/7/365

HOW DO I FILE A COMPLAINT?

Forms are available in English or Spanish by contacting either Norm Pifer 766-0616 or Charlie Klestadt 766-3671. Once received, an investigation will take place and you will be advised of actions taken.

WHO MAKES THE “CALL” OF WHERE I’M TAKEN?

ONLY your Dr. or ours can have you transported somewhere other than the Chapala location.
FINANCIAL:

ARE MEDICAL TREATMENTS FREE?

Yes they are, but you will be presented with an itemized list of our cost for the care provided. Most who can afford to cover these costs will replace the amounts spent and 70% give more than replacement costs.

HOW CAN I DONATE LOCALLY?

There are a number of ways including thru a special account at Lloyds, the clear canisters found all around the area, through any volunteer or by dropping off your investment at the LCS Cruz Roja table.

ARE DONATIONS TAX DEDUCTIBLE AND HOW CAN I GET THE DEDUCTION?

Investments (donations) thru the US 501 c 3 either via Pay Pal on the web site www.cruzrojachapala.com or US or CDN. checks written to CRIVC,INC (Cruz Roja International Volunteers Chapala, Incorporated)

EQUIPMENT:

WHAT VEHICLES DO WE HAVE?

4 fully equipped ambulances, a rescue truck with Jaws of Life, an ATV for difficult terrain aid and a boat for aquatic rescue.

WHAT EQUIPMENT IS ON THE VEHICLES?

All vehicles are fully equipped in a fashion similar to north of the border. Equipment includes oxygen, EKG and deliberators, back boards and a full array of emergency equipment.

IS THERE AN EMERGENCY ROOM?

The Chapala clinic is a fully equipped emergency room facility. EKG equipment, aspirator, x ray, cast room and a full array of medicines are in stock. Normal capacity is 6 patients, but as many as 15 ill and injured have been treated at once in times past (bus and multi vehicle accidents).