

Maternity Pre-arrival Instructions by 999 Call Handlers.

March 16, 2022

Farnborough, UK: Healthcare Safety Investigation Branch; February 2022.

<https://psnet.ahrq.gov/issue/maternity-pre-arrival-instructions-999-call-handlers>

Pre-hospital emergency care can be [vulnerable](#) to timing, information, and task failures that compromise safety. This investigation explores how computerized decision support system access played a roles in an emergency call-center program incident where [erroneous information](#) was transmitted to a [pregnant patient](#) that [contributed](#) to infant harm.