



Saudi Red Crescent Authority Achievements Report 2020

1. Emergency Medical Services Achievements

Emergency Medical Services

Total Emergency Reports: The Authority received a total of 998,464 emergency calls during the year 2020.

2- Non-Emergency Transport Services

Scope: The Authority is responsible for transporting deceased individuals resulting from traffic accidents outside cities, governorates, and on long/highways only.

Service Launch: Officially launched in 2016.

Operational Centers: 65 centers provided non-emergency transport services in 2020.

Cases Transported: 355 cases were transported in 2020.

3- Emergency Centers

Total Operating Centers: 496 emergency centers geographically distributed across all regions of the Kingdom.

Growth: This marks an increase of 16 emergency centers compared to the previous fiscal year.

4- Ambulance Vehicles

Total Fleet: The Authority owned 1,378 ambulance vehicles during the year 2020.

2. Volunteer Work Achievements

The volunteer teams participated in various activities and community opportunities throughout 2020:

Total Volunteer Opportunities: 3,165 opportunities.

Total Volunteers: 28,527 participants (both male and female).

Total Volunteer Hours: 325,869 hours (encompassing local initiatives, educational lectures, and training).

3. Training & Community Awareness Achievements

The Authority actively trains community members on essential first aid practices and initial incident handling prior to the arrival of emergency teams to mitigate patient complications.

Total Training Programs Provided: 18 programs.

Total Beneficiaries/Trainees: 667,134 individuals.

Provided Training & Awareness Programs List:

- 1- Emergency Awareness
- 2- Prince Naif First Aid Program
- 3- Basic Life Support (BLS)
- 4- Advanced Cardiovascular Life Support (ACLS)

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1. 1- Emergency Awareness
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3. 3- Basic Life Support (BLS)
4. 4- Advanced Cardiovascular Life Support (ACLS)
5. Rapid Sequence Intubation (RSI) / Endotracheal Intubation
6. Occupational Health and Safety
7. Emergency Vehicle Operations Course (EVOC)
8. The Authority's Southern Border Initiative (Hands-Only CPR)
9. EMS Safety (Safety Program for Emergency Service Providers)
10. Medical Services Principles & Therapeutic Protocols
11. Foundations of Volunteer Work
12. Emergency Airway Management (EAM)
13. International Trauma Life Support (ITLS)
14. Infection Control Basics
15. Disaster Management
16. Mechanical Ventilation (M.V.)
17. Basic Electrocardiogram (Basic ECG)
18. Advanced Electrocardiogram (Advanced ECG)

4. Restoring Family Links (RFL) Achievements

The program reconnects detainees with their families via family letters, missing person trace requests from all countries, and voice/video calls for individuals detained outside the Kingdom whose families reside in Saudi Arabia. This is conducted in cooperation with the International Committee of the Red Cross (ICRC).

Restoring Family Links Statistics (2020):

1. Number of Phone Calls: 35
2. Number of Video Calls: 16
3. Number of Messages: 125
4. Number of Missing Persons Search Requests: 21
5. Expatriate Worker Support: Coordinated the travel of 12 individuals following flight suspensions during the pandemic, responding to a request from an International Federation member organization.
6. Repatriation Requests from Syria: Sent requests to repatriate 25 missing women and children from camps in Syria following family requests.

5. Communications & Information Technology Achievements

Aligned with Saudi Vision 2030, the Authority built and enhanced digital tools to empower the emergency infrastructure:

SRCA “Asifny” App

- Purpose: Allows users to request emergency services via smartphones, track ambulance routes, send distress signals, view nearby health facilities, and log personal medical histories.
- Accessibility: Specifically supports users with speech or hearing impairments (deaf and mute) to issue distress alerts without making voice calls. Available in multiple languages.
- Pandemic Updates: Added features during COVID-19 such as movement permits during curfew hours, maps for tracking ambulances, and first aid guides.
- Downloads: Surpassed 2.8 million downloads.
- Recognition: Awarded the HH Sheikh Salem Al-Ali Al-Sabah Informatics Award for excellence in 2020.

"Electronic Paramedic" App

Purpose: Connects dispatch operations rooms directly with field crews, facilitating the acceptance/cancellation of calls, detailing optimal routes, recording case notes, and submitting digital pre-hospital medical reports.

2020 Milestones: Achieved full deployment across all regions of Saudi Arabia. Integrated the app and the CAD dispatch software directly with hospital emergency rooms and Ministry of Health disaster management centers to enhance live hospital preparation and tracking.

6. Contributions in Facing the COVID-19 Pandemic

As a primary frontline entity receiving and transporting suspected cases to medical centers, the Authority carried out extensive measures:

Volunteering & The Health Volunteering Executive Committee

The Authority shared its complete database and volunteer platform to serve as the core foundational engine for managing all national health volunteering operations during the pandemic under royal endorsement.

Volunteer Hours During the Pandemic: 22,453 hours.

Remote Training Courses: Conducted virtual training in crisis/disaster management, infection control, and volunteering policies, training 88,590 volunteers from both inside and outside the Authority.

Community Training

Launched the "We Learn to Cross Safely" digital awareness initiative.

Recognition: Nominated as one of the top 17 digital responses globally (out of 43 submitted) in a UN DESA report evaluating member state digital responses to the pandemic.

Pandemic Training Programs: Delivered 11 virtual training programs to 605,484 trainees across the healthcare sector and public community.

Field and Dispatch Operations

Monitored pandemic-specific KPIs to dynamically reinforce regional field assets, technical systems, and dispatch center manpower.

Restoring Family Links

Coordinated the exit and travel logistics for 12 female expatriate workers following global flight groundings.

"Asifny" App Metrics During the Pandemic

User Growth: Grew by more than 2.7 million users during the pandemic phase.

Emergency Requests Through App: 322,791 reports received.

Permit Processing: Issued nearly 3 million healthcare facility movement permits during curfew hours.