

Abstract

The diploma thesis deals with the experiences of emergency medical workers when going to patients in an unfavorable social situation. Medical rescue service according to Act No. 374/2011 Coll. on emergency medical services, should provide pre-hospital emergency care to patients in acute life-threatening conditions. Nevertheless, the crews of the ambulance service go to patients whose problems fall more into the social field. These patients do not primarily need medical intervention, yet rescuers in the field have to deal with these situations. The aim of the diploma thesis was to find out and compare the experience of rescuers when going to patients in an unfavorable social situation. Find out how rescuers experience and interpret these situations, what situations they encounter during these trips and how they understand the concept of an unfavorable social situation. The theoretical part of this work deals with the definition of basic concepts in the field of emergency medical services and social work. The empirical part is devoted to qualitative research. It contains a description of the research methodology, analysis of interviews with rescuers and their evaluation. The result of the research is evidence that on an almost daily basis, lifeguards deal with these situations with clients inefficiently. They cannot provide clients with the necessary social assistance or advice. In the Czech Republic, the continuity of health and social services is not in the conditions of provision of pre-hospital urgent care.