

Patient emergency call record

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Author	Patient	Recipient	Emergency Service

Emergency call record - 26 August 2026, 02:20

Caller: Robert Hayes, 71 years old, calling from home.

Reason for call: Breathlessness has been getting worse overnight. I am unable to walk to the bathroom without stopping to catch my breath.

Background: I have COPD. I saw my GP yesterday for a cough and more sputum, and I was started on prednisolone and doxycycline. I was told to use my salbutamol inhaler as directed and to go to ED if my breathlessness got worse.

Current concern: The breathlessness has worsened overnight and I am struggling more than usual. I am calling for urgent help.