Introduction
AED/TMH is a very busy department with daily attendance of 550-750. In managing high services demand for emergency services in the region, is that the only way by adding manpower to cater the never-ending demand? It is believed that there is another measure by educating the patients and their family member for the basic emergency medicine knowledge and proper usage of the emergency services.

Objectives
To increase the awareness of health in the community of NTWC. To promote the proper usage of emergency services in the community so as to decrease the high emergency services demand in the region.

Methodology
Deming Cycle was adopted. PLAN: a cross departmental work group was formed by AED and CSC in TMH. DO: initiatives for promoting the basic emergency medicine and proper usage of emergency services e.g. Cardiac pulmonary resuscitation and usage of Automatic Electro Defibrillator were launched. CHECK: Assigned different teams and speakers for different initiatives. ACT: finalized the contents and rundown for each activity and executed as planned.

Result
Educational video and posters for proper use of emergency services were displayed in the public waiting area in the department. Three training sessions to secondary school students were conducted under the “Sunshine Angel Program” coordinated by the CSC team in TMH since the year of 2012. Many of the students expressed that they gained lots of knowledge and concepts for the basic emergency nursing and the
proper use of emergency services. Another school talk concerning the emergency
nursing services to around 500 students was conducted in 2014. Questionnaires
showed 43.3% of the student expressed that they understood the concepts for not to
abuse the emergency services before the talk and the rate was changed to 76.3%
after the talk. 84.9% of the students expressed they would make appropriate use of
AED services before the talk, and the rate was changed to 94.4% after the talk.
Prevention is always the better than cure. Education to the community especially to
the new generation will help to change their mindset and it is surely helpful in
managing the high demand of the emergency services in the region.