

Appendix B

The use of standard terminology and a risk assessment that can be understood by all responders is important to maintain continuity, safety and clear communication between all public service agencies on scene. An assessment should only involve the observation of the patient's behaviour and response to de-escalation efforts. Potential causes and attempts to diagnosis should not occur at this stage.

In the context of medical behavioral emergencies, "agitation" refers to a state of excessive psychomotor activity and/or heightened excitability, often accompanied by restlessness, irritability, and potentially violent behavior.

Rapid decision-making, differences in training and the need for communication between medical and non-medical agencies pose unique challenges within the dynamic pre-hospital environment, making the direct application of sedation and agitation scales impractical. The use of a rapid **Level of Agitation Assessment** can be carried out using an observational-based approach that does not require patient cooperation or participation.

Level of Agitation	Behaviour
Severe	Violent, aggressive, danger to self and others Attacking objects or people Not redirectable Not responsive to verbal de-escalation
Moderate	Physically or verbally threatening No danger to self Extremely active Difficult to redirect
Mild	Agitated Signs of overt physical and verbal activity Redirectable
Calm	No agitation Non-threatening