HEALTH DEPARTMENT
GOVERNMENT OF SINDH

SINDH
INTEGRATED EMERGENCY
& HEALTH SERVICES

THE QUARTERLY DISPATCH

BY SIEHS



NOT ALL HEROES WEAR CAPES

SOME WEAR COURAGE & COMPASSION

Developed and designed by the Communications Department at SIEHS.
We'd love your suggestions and feedback: communications@siehs.org

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EDITOR'S NOTE

Assalamu-Alaikum, and welcome to the Spring Edition of The Quarterly Dispatch.

Some editions come together easily. This was not one of them — not because there was too little to say, but because so much of it mattered.

Between January and March, the quarter carried many emotions at once: gravity, momentum, quiet pride, and grief. And through all of it, one thing stood out consistently: a quiet, unwavering sense of responsibility. It showed up in field reports, in photographs, and in the smallest details — people doing what was right, with care and integrity, regardless of who was watching.

That is what stayed with me. Not just the scale of the quarter, but the character behind it.

This edition reflects both. The major moments are here — and so are the smaller ones that often say more. A crew returning a patient's belongings without being asked. A team staying through an Eid shift without complaint. Two hundred students in Sukkur hearing something they needed to hear. These are not footnotes. They are the organisation.

And yet, this quarter was not defined by weight alone.

There were moments of joy — real, unhurried, and well-earned. A Qawwali night that ran two hours past schedule because no one wanted it to end. An Eid Milan evening on the water, where the same people who respond to crises sat together and simply paused. Colleagues recognised as Employees of the Month and Quarter — because consistency deserves to be seen.

This edition also asks you to pause.

We lost members of our SIEHS family. Those pages were the last I wrote, and the hardest.

As Chief Editor, my role is to reflect the quarter honestly — its weight, its movement, and the spirit of the people who lived it.

I hope you feel all of that as you turn these pages.

Kamran Zulfiqar

General Manager - Communications
& Chief Editor, The Quarterly Dispatch
Sindh Integrated Emergency & Health Services (SIEHS)

A MESSAGE FROM THE CEO



There are moments that test an institution beyond routine. They do not ask what you intended to build; they reveal what is already in place.

This quarter brought one of those moments.

On 17 January, when the Gul Plaza fire shook Karachi, our teams responded, reaching the location in just 4.5 minutes — under conditions no emergency service ever takes lightly: smoke, instability, uncertainty, and a human cost still difficult to put into words. In such moments, there is no room for hesitation. There is only one guiding principle: delivery — enabled through preparedness, discipline, and devotion to duty. That is the standard SIEHS must uphold every single time. It was upheld this time as well. The losses were immense, but the role played by SIEHS remained unparalleled.

Institutions are not defined by a single response. They are defined by whether their systems can withstand pressure repeatedly — across districts, across demands, and across diverse forms of public need. SIEHS has consistently responded to such calls… always — in both emergency and non-emergency domains.

That is where this quarter gives me confidence.

While managing the emergency spectrum — from large-scale deployment during the Urs of Hazrat Lal Shahbaz Qalandar, to uninterrupted readiness through Eid, to expanding public access through the HOPE 24/7 app — SIEHS continued to move in the direction that matters most: stronger systems, wider reach, and faster access to care. Progress is not measured in activity alone; it is measured by whether people can depend on us when the hour is uncertain. This quarter, that dependability was strengthened further.

Within the non-emergency domain (Tele-Tabeeb 1123), which is an increasingly critical platform of need, I am encouraged by the seriousness with which we are addressing emerging public health realities. Through "Talk the Hope", SIEHS brought together partners and institutions to begin shaping a structured suicide prevention framework for Sindh. It reflects an organisation willing to think beyond response — toward prevention, coordination, and long-term public value.

No quarter, however, should be spoken of only in terms of milestones. This one also brought loss. We mourn our frontliners whose service ended too soon — not as names in passing, but as individuals who stood within this mission and helped carry it forward. Their absence is deeply felt.

What remains unchanged is our responsibility.

SIEHS exists to serve people in moments when they have the least time, the least certainty, and often the least hope. That demands more than a response. It demands preparedness before the crisis, clarity during it, and continuous improvement after it.

We are not building merely to meet expectations. We are building towards the standard the people of Sindh deserve.

Pakistan Zindabad!

BRIG. TARIQUE QUADIR LAKHIAR (R)
Chief Executive Officer
Sindh Integrated Emergency & Health Services (SIEHS)

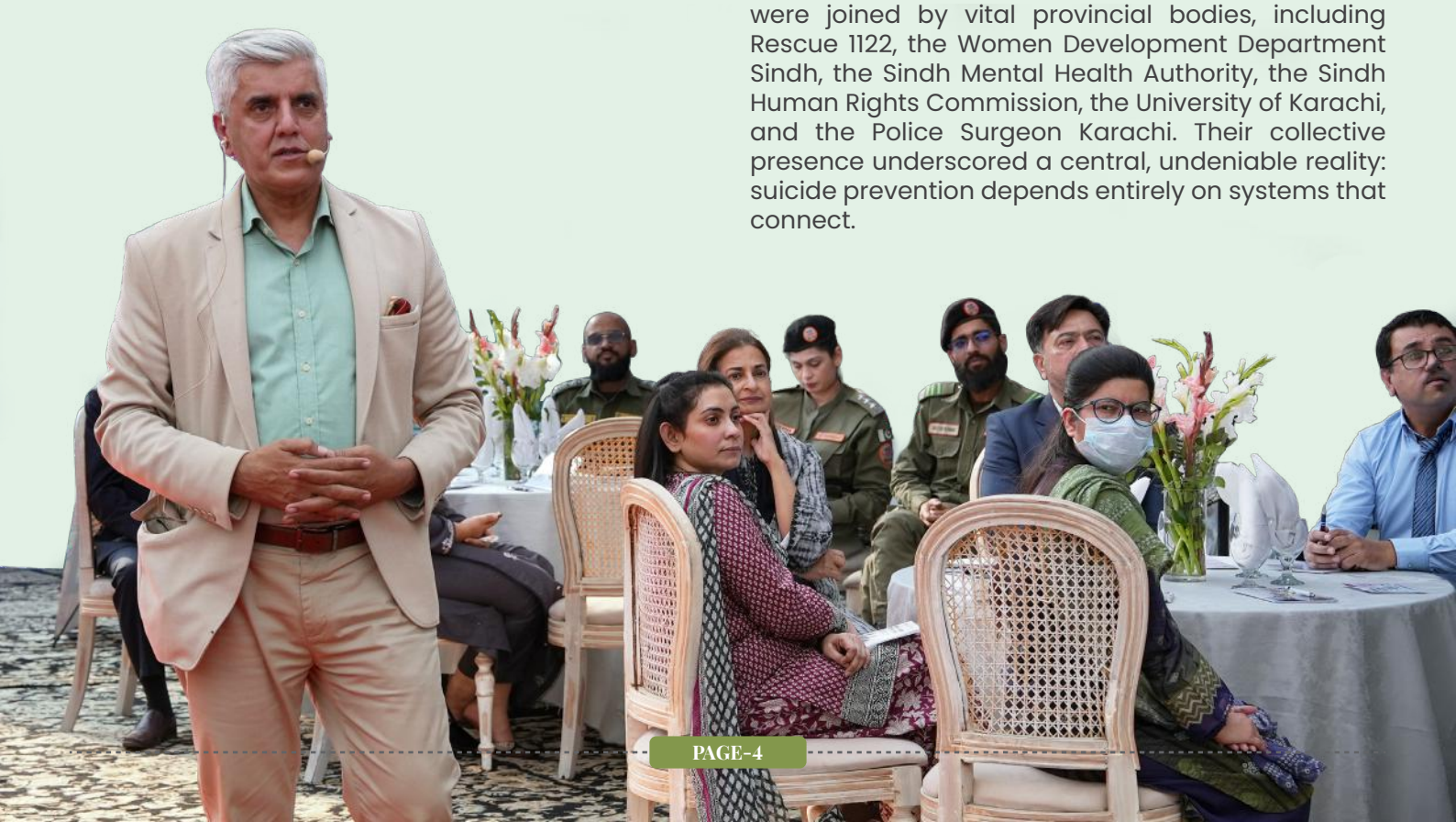
TALK THE HOPE
ARCHITECTING A SYSTEMIC DEFENCE AGAINST DESPAIR

Suicide prevention cannot survive on fragmented awareness campaigns alone; it demands a robust, structural safety net. Recognising this urgent reality, SIEHS convened "Talk the Hope," an unprecedented, multi-stakeholder dialogue meticulously designed to forge a concrete, district-level prevention framework for Sindh's most vulnerable communities. Instead of surface-level discussions, the room tackled the hardest question in public health: how do we build systems that make support easier to reach before a crisis escalates.





The gathering brought a powerhouse of institutional stakeholders into one room: UNICEF, the World Health Organization (WHO), the United Nations Resident Coordinator's Office, and UN Women. They were joined by vital provincial bodies, including Rescue 1122, the Women Development Department Sindh, the Sindh Mental Health Authority, the Sindh Human Rights Commission, the University of Karachi, and the Police Surgeon Karachi. Their collective presence underscored a central, undeniable reality: suicide prevention depends entirely on systems that connect.







Together, the coalition mapped a cohesive pathway encompassing early identification, referral, crisis response, and post-incident care. Within this framework, our 24/7 Tele-Tabeeb (1123) platform emerged as a critical practical link, serving as an immediate, stigma-free entry point for medical and mental health counselling. The dialogue translated directly into decisive action, officially designating Tharparkar as the pilot district for this model. The strategic, long-term aim is to adapt and scale this framework to other vulnerable districts, including Badin, Sanghar, and Jamshoro, allowing it to grow in response to specific local needs.

The momentum generated was undeniable. Brig. Tarique Quadir Lakhiar (R), CEO — SIEHS, stressed that prevention must be deeply built into accessible systems. Mr. Qasim Siraj Soomro, Member of the Provincial Assembly of Sindh (MPA), heavily championed district-level coordination to combat deep-seated vulnerabilities. Concrete institutional backing immediately followed: Dr. Mukhtyar from WHO offered critical technical support, while Prem Chand Bahadur of UNICEF reaffirmed their enduring partnership. Pledges of support poured in from Waheeda Mahesar of ZABTech for counselling capacity, and Dr. Farah Iqbal of the University of Karachi for research collaboration. Furthermore, Advocate Rubina Brohi of the Sindh Commission on the Status of Women and Amber Bhatia from the Women Development Department Sindh committed to integrating gender-responsive interventions and existing helplines. "Talk the Hope" did not merely spark a conversation; it laid the foundational alignment for a cohesive public health response, ensuring that in moments of profound despair, no citizen is left navigating the dark alone.





ACCOUNTABILITY IN ACTION
UNANNOUNCED INSPECTION BOLSTERS SERVICE STANDARDS IN SUJAWAL

At SIEHS, the promise we make to the public is simple: when you need us, we are ready. But a promise is only as good as the work behind it. To ensure we never fall short, we use unannounced visits—not to catch people out, but to ensure that the high standards we talk about are the same ones being practiced at 3:00 a.m. on a Tuesday.



This commitment to quality brought Regional Manager Wazeer Ahmed Zaor & Biomedical Analyst Saniya Zehra to Sujawal.



They started with the ambulances. In emergency care, a vehicle is a mobile sanctuary; it must be spotless, and every piece of life-saving kit must work perfectly the first time. The team didn't just look at the equipment; they looked at the people. Professionalism starts with how we present ourselves to a patient in crisis, and the Sujawal crew showed they understand the weight of that responsibility.

At the station, the conversation turned to the "why" behind the rules. Meeting with both shifts, Mr. Zaor spoke about the human cost of inefficiency. He focused on documentation—not as a bureaucratic hurdle, but as a vital record of a patient's journey. Meanwhile, Ms. Zehra checked the medicine room, ensuring that the FEFO (First Expiry, First Out) system was strictly followed. It's a small detail, but it's what ensures every drug we administer is safe and effective.



These surprise visits are learning moments. They remind us that excellence isn't a one-off event; it's a habit. By focusing on these details, the Sujawal team reaffirmed that when we say we are ready, we mean it.



BEYOND DUTY
EMERGENCY CARE AS THE ULTIMATE SOCIAL RESPONSIBILITY

Awards ceremonies are easy to dismiss. The right ones — the ones that gather the people doing quietly heroic work — carry a very different kind of weight.

The CSR Excellence Awards 2025, organised by Multi Marketing Services Ltd., were one of those occasions. The platform was built to recognise organisations and individuals whose work is rooted in compassion, public service, and meaningful social impact. For SIEHS, the fit was immediate — not because the organization chases accolades, but because what it does every single day is precisely what this kind of recognition was created to honour.

Emergency care, understood in its fullest sense, is one of the purest expressions of social responsibility. It does not discriminate. It does not invoice. It arrives at the worst moment and asks for nothing in return. Every ambulance that reaches someone in time, every call answered at midnight, every family spared the unbearable — that is corporate social responsibility in its most human form.

THE HUMANITARIAN SERVICE AWARD

Brig. Tarique Quadir Lakhiar (R), CEO — SIEHS, received the Humanitarian Service Award — a recognition of the leadership and sustained commitment that has shaped SIEHS into what it is today. The award did not celebrate a single achievement. It acknowledged a life's direction.



THE WOMEN EMPOWERMENT AWARD

Elishba John, General Manager People & Culture — SIEHS, was honoured with the **Women Empowerment Award**. Her recognition speaks to something vital: emergency services are not built by responders alone. They are built by the people who recruit, develop, and protect those responders — and by leaders who ensure women have a full and equal place in institutions that serve everyone.



Two individuals walked onto that stage. But the recognition belonged to every person at SIEHS who has ever answered a call, driven through the night, or stayed calm when everything around them was not.

Being seen at the CSR Excellence Awards 2025 was an affirmation that work done without fanfare — work done because it must be done — is noticed. And it matters.t

A SMARTER WAY TO WORK
OUR NEW IN-HOUSE PORTAL

At SIEHS, we are embracing a digital-first culture. By moving our core operations to the new Employee Self-Service Portal (ESSP)—available on web and mobile—we aren't just upgrading our tech; we are honoring our commitment to the community. By eliminating paper trails and streamlining workflows, we are reducing our environmental footprint while increasing our operational speed.

Developed entirely in-house by the Information & Digital Services (IDS) Department, the ESSP is our next leap in sustainable innovation.



NO MORE PAPER TRAILS: TRAVEL & EXPENSES

The new automated workflow ends the era of "following up."

- **One-Click Requests**
Initiate travel and link expenses directly to approved trips.

- **Instant Visibility**
Real-time email notifications & "Send Back" options ensure no request gets lost in an inbox.

- **Finance Integration**
From HOD approval to cheque numbers, every rupee is tracked with total transparency.

PRECISION TOOLS FOR A PRECISION TEAM

We've integrated high-precision tools to ensure our team stays synchronized:

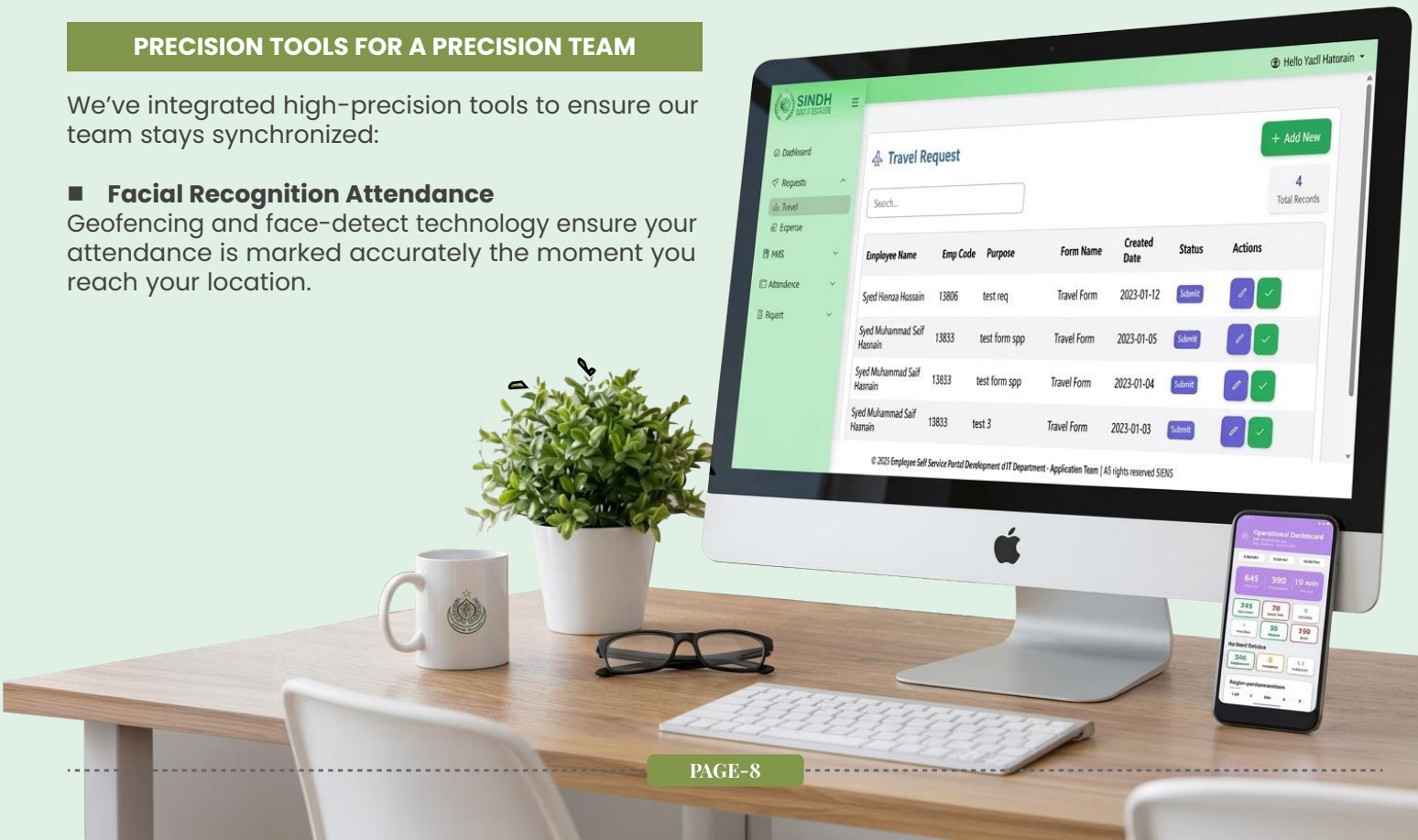
- **Facial Recognition Attendance**
Geofencing and face-detect technology ensure your attendance is marked accurately the moment you reach your location.

- **Agile Tasking**
HODs and Managers can now assign projects, set deadlines, and monitor progress live. No more "status update" meetings—the data speaks for itself.

THE COMMAND CENTER IN YOUR POCKET

For our leadership, the Mobile Operational Dashboard provides a real-time pulse of the field. From total interventions and response times to live on-road vehicle status, our decision-makers now have the power of data at their fingertips.

WE ARE MOVING FASTER, TRACKING SMARTER, & WORKING BETTER. WELCOME TO THE NEW SIEHS.



FIRST AID FRIDAY
CULTIVATING A CULTURE OF PREPAREDNESS

Since February, the Communications Department has been steadily rewiring how the public views emergency response through the launch of the "First Aid Friday Initiative". By consistently publishing a highly visible, weekly post or reel, this campaign drives home a singular, vital message: the first few moments of a crisis are always the most critical.

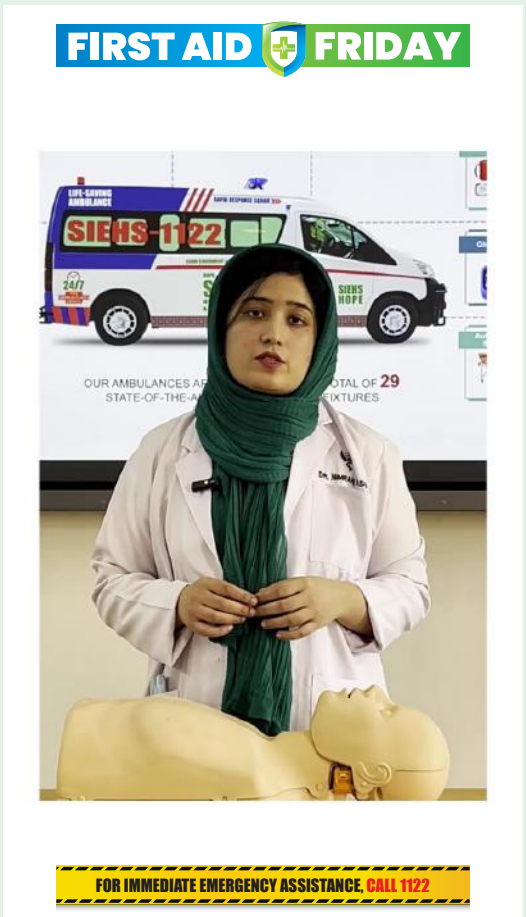
The true value of this initiative lies in its relentless regularity. By making life-saving knowledge a weekly habit, First Aid Friday prevents vital information from being treated as occasional trivia. Most importantly, it completely shatters the dangerous public misconception that emergency intervention must be left exclusively to trained professionals. It empowers the everyday citizen with the presence of mind and foundational actions needed to hold the line before further help arrives. Through this steady public reminder, we are proving that true preparedness begins with awareness, and that a single informed decision can make a meaningful difference.











FOR IMMEDIATE EMERGENCY ASSISTANCE, CALL 1122

WHILE SINDH CELEBRATED, WE STAYED ON EID - DUTY CALLED, WE ANSWERED.



There is a particular stillness to Eid morning that belongs to almost no other day of the year. The streets empty out. The city — usually restless, unrelenting, always somewhere to be — finally exhales. Families who have spent weeks apart find their way back to the same table, the same courtyard, the same embrace that says: today, at least, everything else can wait.

Almost everyone gets that morning. Our teams did not.

And they chose that. Willingly. Without complaint. With the kind of quiet commitment that does not make speeches about itself — because for the men and women of SIEHS, showing up has never required an occasion. It only requires a call.

From **Karachi to Kashmore** — across every district SIEHS serves, through the coastal stretches of the south, the vast interior of central Sindh, the towns and outstations that rarely make the headlines but never stop needing emergency care — personnel reported for duty on Eid morning with the same discipline they bring to any other day. Uniforms pressed. Equipment checked. Ambulances fuelled and ready. Control rooms staffed. The machinery of emergency response turning over quietly while the rest of Sindh sat down to celebrate.

On Eid, that someone was a SIEHS team member who had set aside their own morning — their own family, their own table, their own celebrations — to be the answer on the other end of that call. Road



traffic cases attended. Maternal emergencies responded to. Patients stabilised and transferred. Each one handled with the same urgency, the same training, the same unspoken promise that the people of Sindh will not be left without care simply because the rest of the world has paused.



The people of Sindh deserve to celebrate knowing that if something goes wrong, someone is already there.

What made this Eid worth writing about — what elevated it beyond duty into something closer to a statement of character — was that the teams did not stay alone. **Brig. Tarique Quadir Lakhiar (R), CEO — SIEHS**, did not spend Eid at a distance. He was on the ground, moving between stations, sitting with the teams who had given their holiday to the people of Sindh. Not with a delegation, not with a formal agenda — but with the kind of unhurried, genuine presence that communicates something no memo ever could: I see you. This organisation sees you. What you are doing today matters, and the people who lead this institution know it.



Senior leadership followed that lead. Across regions, heads and managers made their way to stations, to share the day, however briefly, with the people holding the line. To offer not just recognition, but company. To make sure that the men and women sitting in a control room or waiting beside an ambulance



on Eid morning knew, with absolute certainty, that they were not an afterthought. That the values SIEHS asks everyone to carry are carried first by the people at the top.

There is something that shifts permanently in a team when leadership shows up on a day it did not have to. The calls do not slow down. The emergencies do not pause to make room for the moment. But something is confirmed — quietly, completely, without the need for anyone to say it aloud: that this is not a transactional institution, that service here is not a job description, and that the people who stayed on duty on Eid are not invisible to the people who lead them.

To every SIEHS team member who gave their Eid to the people of Sindh — and to every family that shared them with us — this one belongs to you.



SAFETY IN BLOOM
SECURING THE 3-DAY FLOWER SHOW EXHIBITION

Amidst the vibrant displays of the 3-Day Flower Show Exhibition—inaugurated on February 13, 2026, by Aseefa Bhutto Zardari and Health Minister Dr. Azra Fazal Pechuho—SIEHS 1122 provided an impenetrable shield of medical security. Drawing massive crowds and distinguished guests like the Commissioner SBA and Deputy Commissioner SBA, the event required elite vigilance.

Establishing a dedicated medical first aid stall backed by a fully equipped ambulance and two Emergency Response Bikes, our staff expertly handled over 40 emergency cases. Applauded by visiting stakeholders for their unwavering professionalism, the team was deeply honored to receive an official shield of appreciation from the event organizers in recognition of their public safety commitment.





INSPIRING THE NEXT GENERATION
ENGAGEMENT AT THE YOUTH GALA

At the vibrant two-day Youth Engagement Gala held on February 13 and 14, 2026, in District Naushahro Feroze, SIEHS transformed public safety into an interactive experience. Hosted by the Government of Sindh's Sports and Youth Affairs Department, the event united young people and policymakers.

Standing alert with a fully equipped ambulance, our paramedics safeguarded the venue while simultaneously opening their doors to curious young minds. Students were given a rare, hands-on look at life-saving technology, including ventilators, Automated External Defibrillators (AEDs), and trauma kits.





WHEN THE ROOM KNOWS BETTER
TEAM SIEHS AT THE NATIONAL DRM TRAINING

When disaster doesn't wait, the organisations built to respond can't afford to stand still either.

A delegation from Sindh Integrated Emergency & Health Services recently travelled to Islamabad for a four-day intensive at the National Centre for Rural Development — joining over 150 emergency management professionals from across Pakistan at one of the country's key Disaster Risk Management (DRM) forums.



What set the SIEHS 1122 contingent apart wasn't just its presence — it was its composition. The team represented Operations, MEAL (Monitoring, Evaluation, Accountability, and Learning), Support Wing, People & Culture, and the Command & Control Centre. Five perspectives, one shared purpose.



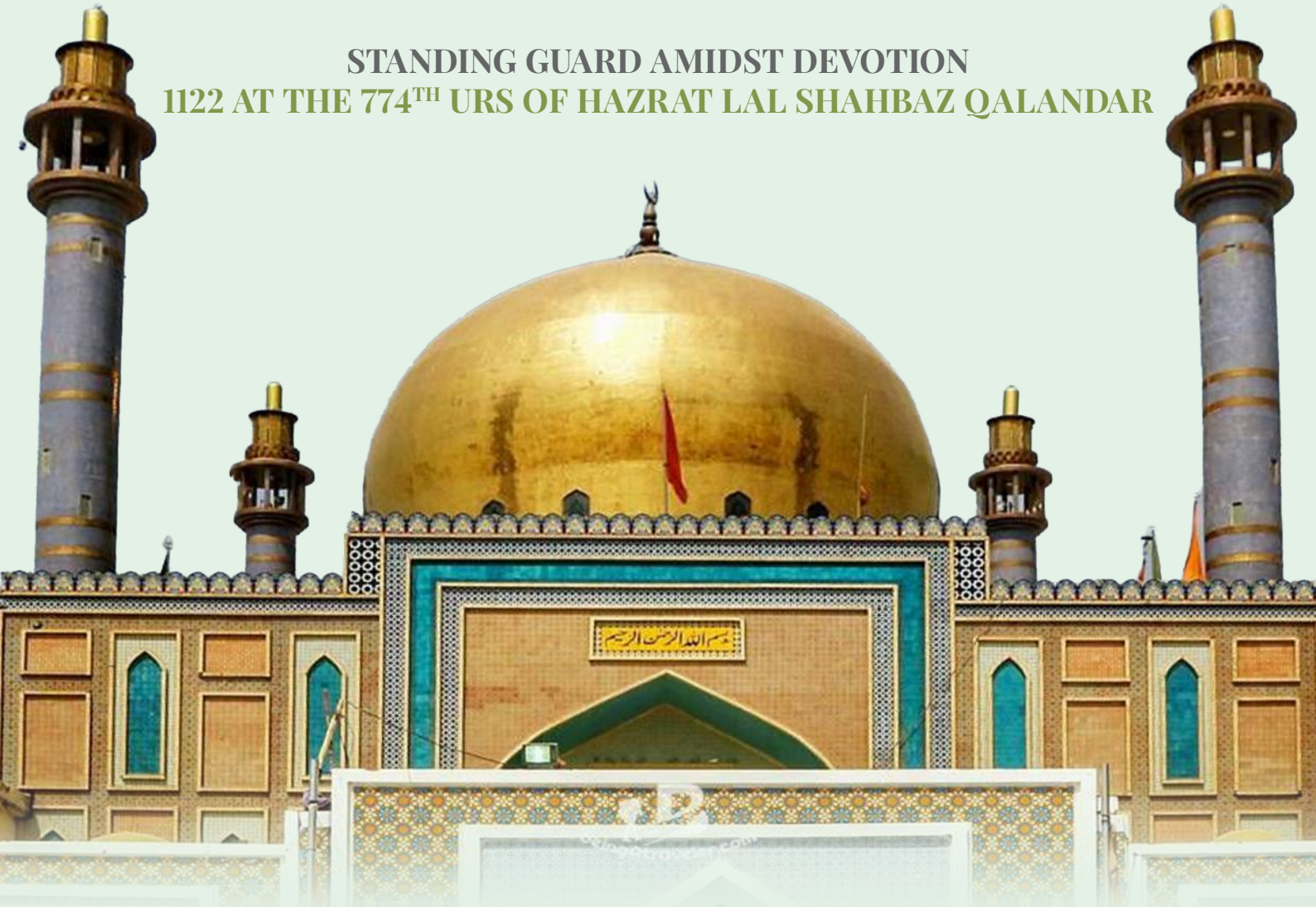
Disaster response is often seen as a frontline function. In reality, every crisis tests systems beyond the field — from coordination and communication to HR and data. By bringing a multidisciplinary team, SIEHS reinforced a simple idea: resilience isn't siloed, it's systemic.

Across four days, the delegation engaged in sessions on mitigation, vulnerability assessments, and resource coordination — while exchanging real-world insights with peers nationwide.

For SIEHS, the takeaway is clear: when preparedness is shared, response becomes stronger, sharper, and more informed.



STANDING GUARD AMIDST DEVOTION
1122 AT THE 774TH URS OF HAZRAT LAL SHAHBAZ QALANDAR



As millions of devoted pilgrims flooded into Sehwan for the 774th annual Urs of Hazrat Lal Shahbaz Qalandar, the city vibrated with three days of prayer, devotion, dhamaal, & deeply rooted cultural tradition. Yet, moving quietly and purposefully through the massive, ecstatic crowds, the SIEHS 1122 team remained fiercely focused on a vastly different mission: protecting human life.



Operating under the incredibly demanding supervision of District Manager Irum Naz, our frontline emergency responders navigated extreme pressure and heavy crowds with clinical precision and unyielding discipline. The sheer scale of their effort flawlessly matched the magnitude of the historic gathering. Over the course of the three-day Urs, the team managed over **552** cases. This immense logistical triumph included administering **395** first aid treatments, responding to **38** road traffic accidents, managing **20** maternal cases, and seamlessly executing **137** medical transfers—ensuring uninterrupted emergency coverage throughout the event.



552 Total Cases Attended

395 First Aid Treatments

137 Hospital Transfers

20 Maternal Cases

Our EMTs consistently demonstrated swift judgment and seamless coordination during the most severe emergencies. When a male Zaireen from Punjab was discovered unconscious after falling into a ditch, our team rapidly secured his airway on-site and extracted him to Abdullah Shah Hospital for life-saving treatment. In another severe incident, three brothers critically injured in an accident were stabilised with flawless, rapid-fire coordination by the EMT team.

Because heavily restricted, packed roads rendered traditional vehicles useless in certain zones, 1122 deployed a highly agile mix of ambulances, Rapid Response Bikes (RRBs), and mountain bicycles. This flexible deployment guaranteed that emergency care could penetrate even the most densely congested spaces efficiently. While millions lost themselves in faith, reflection, and spiritual energy, SIEHS 1122 stood firmly in the background—a team ready to adapt, act under pressure, and ensure a safe passage for all.







A LIFELINE ON KHOSKI ROAD

Rapid ALS dispatch and bedside-to-bedside ventilator management are the difference between a crisis and a recovery.

A high-stakes call from Indus Hospital Badin prompted SIEHS 1122's ALS (Advanced Life Support) to act immediately. A patient was trapped in the unresponsive grip of severe epileptic fits, her breathing and stability fading fast. This wasn't just a transfer; it was a race to bring the ICU to the roadside.

Inside the moving ambulance, the atmosphere was one of disciplined, quiet urgency. The crew and the attending doctor moved in sync to intubate the patient, taking over the patient's breathing. With steady hands, they meticulously calibrated the ventilator settings, adjusting PEEP and Tidal Volume to the patient's exact needs.

Every five minutes, like a heartbeat, the team recorded vital signs & managed fluid replacement to keep her body fighting. By the time they reached Civil Hospital Hyderabad, the patient was stable and safely handed over—a testament to the fact that when every second counts, a well-timed intervention is the ultimate human grace.



BRIDGING THE DISTANCE IN THARPARKAR

The importance of mobile intensive care in underserved areas, where the ability to manage a ventilator on the move is a literal lifeline.

In the remote stretches of Tharparkar, the vast distance between a patient and a hospital is often the biggest hurdle. When the call came in, the 1122 crew knew they weren't just providing a ride; they were bringing a mobile ICU into the heart of the desert.

Once the patient was moved from the remote site to the 1122 ambulance, the team immediately initiated high-intensity care. They performed a rapid intubation and synchronized the ventilator settings, carefully managing the airway pressures to keep the lungs stable during the long trek. It's a quiet, focused kind of work—adjusting fluid lines and checking vital signs as the terrain changed outside, ensuring the patient's internal stability never wavered.

By the time they reached the doors of LUMHS Hospital, the patient was safely handed over, still supported by the machine and the crew's constant vigilance. This handover wasn't just a successful transport; it was proof that even in the most isolated corners of the map, a professional team can turn an ambulance into a sanctuary of care.



A TINY LIFE IN SAFE HANDS

Moving a premature infant requires more than speed; it requires a deep understanding of neonatal stability and the specialised equipment that makes the journey possible.

Moving a premature baby requires a level of care that goes far beyond a standard emergency. At Maria Medical Hospital, the team prepared for a delicate transition, carefully installing a specialised incubator to create a controlled, warm environment before the infant was even moved.

The journey to the Paediatrics Ward at New DHQ was about maintaining that perfect balance. The 1122 team focused on the technical vitals—ensuring consistent oxygen flow and monitoring the infant's temperature to prevent any respiratory distress during the drive. In such a small patient, even the slightest change in the environment matters, so every adjustment to the equipment was made with absolute precision.

The mission ended with a successful, structured handover. By the time the baby reached the specialists at the New DHQ, they were warm and stable. It was a professional, steady response that ensured a vulnerable newborn had the best possible start to their journey toward recovery.



NEW LIFE ON THE RAHMAN BABA EXPRESS

Sometimes the job isn't about being in a hospital, it's about bringing that same level of safety and warmth to a train cabin in the middle of a journey.

When the Rahman Baba Express came to an unexpected halt at Dhabeji due to a mechanical failure, the passengers in Cabin 8 found themselves in a much more personal crisis. A young woman, Nimra, had gone into full-term labour. While a doctor and a Lady Health Worker (LHW) happened to be travelling on the same train, they lacked the essential medical equipment to manage a delivery in such a confined, improvised setting.

Responding to the emergency call within 12 minutes, the 1122 team arrived to find a makeshift delivery room already in motion. Working alongside the onboard doctor and LHW, the crew provided the clinical environment needed to bring a healthy baby girl into the world. Once the delivery was complete, the focus shifted to the critical "fourth stage" of labour and neonatal care. The team performed a thorough APGAR scoring for the newborn and followed strict BSI (Body Substance Isolation) protocols to ensure both mother and child were protected from infection.

To help with the immediate recovery, the crew provided ST-MOM tablets (misoprostol) for the mother and wrapped the newborn in a fresh baby blanket and sheet—a small gesture of care from the service. Both mother and daughter were stabilised and transferred to Sindh Government Hospital Korangi, turning a stressful breakdown on the tracks into a successful story of new life.



VOICES ON THE GROUND
BUILDING TRUST WITH SINDH'S JOURNALISM COMMUNITY

At its heart, emergency response and journalism share the same drive: to be present when it matters, get there quickly, and make sure people know what is happening.

In February, the SIEHS regional office in Hyderabad hosted a media meet-up to formally welcome the newly elected press committee — and in doing so, reaffirmed a working relationship that serves Sindh as much as any ambulance does. Among those present was Jahangir Sahrro, President of Jamshoro Press Club, Kotri. Representatives from KTN News, Dharti News, Samaa News, BOL News, and Mehran TV attended, alongside correspondents from leading newspapers.



The turnout reflected something genuine: media professionals who understand that when SIEHS operates, the public needs to know — and when the public knows, the response improves.

Guests received the New Year Edition of The Quarterly Dispatch and the traditional Ajrak — the deep-rooted textile of Sindhi identity, offered not as a formality but as a gesture that matched the spirit of the occasion: warm, mutual, and grounded in the place and people it serves.



Emergency services need journalism. Journalism needs emergency access. And the communities they both serve need both to work together. This event made that bond stronger.

When someone in rural Sindh learns about 1122 through a news segment, that knowledge can save their life one day. Every accurate, timely story amplifies the reach of a service that cannot be everywhere at once. This meet-up was a quiet investment in that chain.



BREAKING THE SILENCE
TELE-TABEEB CHAMPIONS YOUTH MENTAL HEALTH

The pressure on today's youth is immense, and mental health can no longer remain a quiet struggle. On February 17, the SIEHS Tele-Tabeeb team took this critical conversation directly to the students, conducting a powerful Mental Health Awareness Session at Sukkur IBA University. Attended by over 200 students, this leading public sector university provided the perfect setting for a dialogue centred on youth well-being.



Organised in a strategic collaboration with the British Asian Trust's Milkar Campaign and the Shifa Foundation, the event transformed the campus into a safe space for dialogue. Tele-Tabeeb's Mr. Shahroz Ghauri, Senior Counselling Officer, and Ms. Ifrah Naveed, Counselling Officer, passionately urged students to identify mental health concerns early and break the stigma of asking for help.



By walking the audience through a successful mental health case study, they demonstrated the practical value of remote counselling. The initiative struck a deep chord with the students, who expressed strong interest in future activities. Ms. Kamyla Marvi, Country Director of the British Asian Trust, praised the team's vital outreach efforts and expressed interest in organising more such engagements. By distributing Tele-Tabeeb 1123 souvenirs, we ensured that every student walked away knowing that compassionate, professional help is always available.



THE FIRST RESPONDERS OF TOMORROW
EMPOWERING YOUTH AT HAMDARD UNIVERSITY

Emergency response does not begin when the ambulance siren wails; it begins the exact moment an informed bystander decides to act. Believing that training youth is the strongest investment in public safety, SIEHS proudly took this message to the Naunehal Assembly at Hamdard University in Karachi, following a gracious invitation from Dr. Sana Ghauri.



This recurring youth-focused forum, rooted in Hamdard's rich nation-building tradition, provided an ideal environment for our team to translate classroom theory into tangible, life-saving skills. Led by Dr. Nadia Rizvi (RDE) and Agha Noman (Communications Department), the team delivered intensive Basic Life Support (BLS) training to over 200 students. Through hands-on demonstrations, students mastered CPR techniques and immediate bystander interventions. Anchored by the profound programmatic theme, "ہنگامی حالات میں نقصان: ذمہ داری کس کی" (In emergencies, who is responsible for the loss?), the session challenged students to realize that the answer is shared responsibility.



The curriculum expanded far beyond CPR, arming these young minds with precautionary guidance for high-risk disasters, including earthquakes, fires, structural collapses, heavy rain, and floods. Earning honorary shields from Ms. Sadia Rashid, President of the Hamdard Foundation Pakistan, our team left the campus knowing they hadn't just taught a class. They empowered a new generation, proving that every trained student is a potential first responder who can step up to protect their community.



EMPOWERING THE HANDS
THAT SAVE LIVES

The year began at full pace, driven by the aim to create future lifesavers across institutions and communities throughout Sindh—and beyond SIEHS's own spaces. This quarter, our dedicated team trained a total of 779 individuals, including 282 through internal programs and 497 through external sessions.

External sessions were conducted at the Universal Institute of Nursing, Government Model Boys High School, Government Model Girls' High School, Hamdard University, Orange Institute, Sindh Healthcare Commission, & Cordoba Care Institute. Through these engagements, participants received training in Basic Life Support (BLS), First Aid, hands-on emergency response, and Train-the-Trainer (TOT) modules—ensuring that practical, life-saving knowledge reaches students, institutions, and professionals across Sindh.

Alongside this outward-facing work, the team remained active in several important meetings and initiatives. These included the Sindh Health Care Commission stakeholders' coordination meeting at the District Commissioner's Office in Sukkur, the Chain of Survival workshop and conference at Aga Khan University in Karachi, and a meeting with IDS on the Learning Management System. Work also continued around the equipment checklist and drug chart, representation in a session at SZABIST Hyderabad, the HERB Project, the AKU Training of Trainers (ToT) programme, Cordoba Institute's Train the Trainer training, & ongoing Learning Management System (LMS) updates.



Together, these early months show SIEHS in the rhythm it is known for: taking training where it is needed, staying engaged with systems that support service delivery, continuing to build the capacity behind stronger emergency care across Sindh, and strengthening teams within the system itself.








BASIC LIFE SUPPORT




First Aid.ca
People to TAKE ACTIO




SINDH
IOM




Chain Of Survival







THE INSTINCT TO SERVE
A LEADER'S UNHESITATING RESPONSE ON THE FRONTLINES

Disaster rarely announces itself. In those initial, chaotic moments of a road traffic incident, survival depends entirely on who is present and who possesses the courage to act without waiting. Recently, in two separate, off-duty incidents, SIEHS Director of Operations Lutaf Ali Mangrio proved that for our people, leadership is not just a title; it is an instinct.



While travelling near Wadi Hussain, he witnessed a severe rear-end collision between a passenger car and a truck. Recognising how rapidly such collisions become critical, he immediately intervened, remaining at the scene and dispatching 1122 without a second's delay. On a separate occasion on the motorway to Hyderabad, he saw a taxi suffer a catastrophic tire blowout, forcing the vehicle to a dangerous halt. Driving right behind the incident, he did not look away or wait for someone else. He stopped immediately, stepped in to help the stranded passengers, and coordinated their safe transfer to Hyderabad through 1122.



These moments transcend individual heroism; they are a mirror reflecting the very ethos of SIEHS. Our organisation is built on urgency and the profound instinct to step forward when others are in need. Our people carry their readiness far beyond their uniforms, beyond their vehicles, and beyond their shifts. Because at SIEHS, providing help is not merely something we do—it is exactly who we are.



FINDING HER WAY BACK TO HERSELF THROUGH TELE-TABEEB

A 27-year-old woman reached out to Tele-Tabeeb during a period of severe marital distress. What had once felt like a relationship had become emotionally exhausting, shaped by silent treatment, love bombing, blame shifting, victimisation, and gaslighting. Over time, these cycles left her drained, doubtful of herself, and increasingly unable to express her needs with confidence.

Tele-Tabeeb counselling officer Ifrah Naveed, identified that the issue was not simply poor communication between spouses. The deeper concern was emotional manipulation and its impact on the client's self-worth, emotional regulation, and autonomy.



AWARENESS OF MANIPULATIVE PATTERNS

Therapy began by helping her name what she had been experiencing. Through psychoeducation, she started to understand how gaslighting, silent treatment, & emotional inconsistency had affected her trust in her own thoughts and feelings.

EMOTIONAL REGULATION

The next step focused on helping her manage emotionally intense moments more steadily. She was introduced to grounding techniques, affect labelling, and delayed response strategies so that conflict no longer immediately pulled her into panic, confusion, or self-blame.

BOUNDARY-SETTING AND ASSERTIVENESS

A major part of therapy involved rebuilding her confidence to communicate needs clearly and set limits without guilt. Through guided practice, she began to understand that protecting her emotional space was not conflict, but self-respect.

COMMUNICATION AND SELF-EMPOWERMENT

As therapy progressed, the focus expanded to healthier communication and a stronger sense of agency. She worked on expressing concerns calmly, responding instead of reacting, and rebuilding the confidence that had been worn down over time.

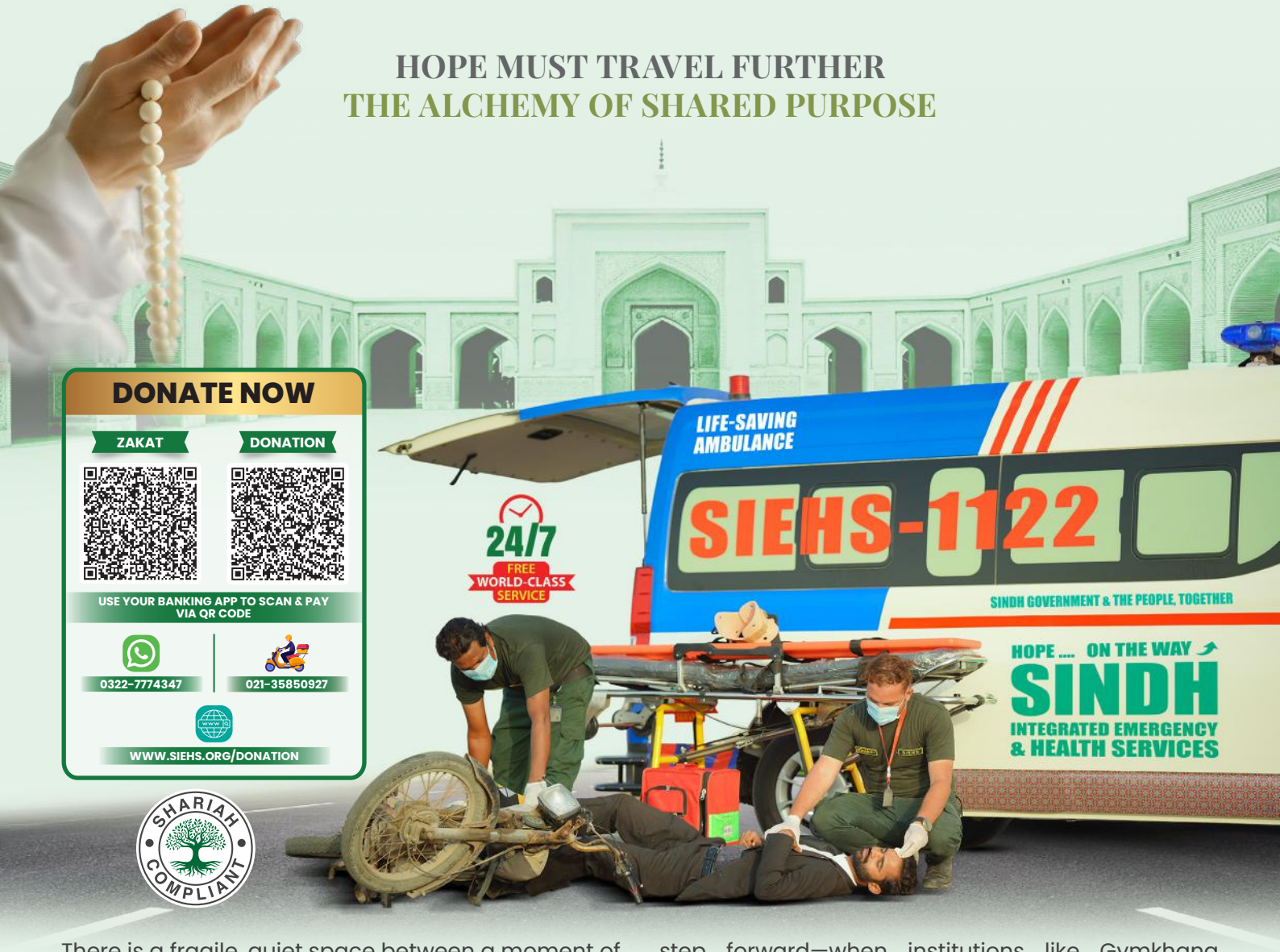
The change, though gradual, became meaningful. Her boundaries grew firmer, her communication clearer, and her responses calmer. She continues to participate in maintenance therapy sessions, with ongoing focus on emotional regulation, relational boundaries, and communication skills.

Her journey is a reminder that therapy is not only about addressing distress. Sometimes, it is about helping a person return to their own voice after spending too long feeling unheard.

***Tele-Tabeeb** is here to listen*



HOPE MUST TRAVEL FURTHER
THE ALCHEMY OF SHARED PURPOSE



There is a fragile, quiet space between a moment of crisis and the distant sound of an approaching siren. In that single heartbeat, everything hangs in the balance. It is a moment that tests not just the systems of a society, but its very soul. At Sindh Integrated Emergency & Health Services (SIEHS), we realised long ago that we are building something far greater than an emergency response network. We are building a conduit for human dignity. Every dispatch, every mile driven, and every life reached is a promise kept. It is care and urgency moving at the speed of need. This is not just an operational mandate; it is our defining purpose.

As this purpose has deepened, so too has the way we invite others into our story. Our fundraising initiatives are no longer framed as appeals of need or cries for sympathy. Instead, they are an invitation. We are inviting visionaries, institutions, & communities to step into a story of measurable, life-saving impact across Sindh. This shift in perspective transforms traditional charity into a shared destiny. It is why we have forged credible, powerful alliances with organisations that share our heartbeat. When Dolmen Mall, Essa Laboratory, Toyota Sherwani Motors, Advance Laboratory, and Chase Retail Store step forward—when institutions like Gymkhana Hyderabad, the Directorate of Information (GoS), SZABIST, LUMHS, ISRA University, & Press Club Hyderabad stand beside us—it sends a resounding message: saving lives is a collective privilege. This spirit of partnership is further reflected in our growing visibility across the province; our presence is now more felt than ever, with our standee standing tall at the Aligarh Institute of Technology Karachi, & our mission made accessible to the heart of the community through donation boxes placed at Modern Clinics and Tariq Book Depot.



But trust of this magnitude does not happen by accident. Behind these partnerships is our Communications Team. Through deliberate, authentic storytelling, they have transformed our organisation from a vital utility into a mission people are proud to champion. They are the architects of alignment, turning quiet awareness into bold, systemic action. Today, we are moving mountains. SIEHS operates a formidable and growing fleet of **627+** vehicles, delivering free, patient-centric, pre-hospital care to every corner of Sindh. Yet, when we look at the horizon, the scale of the need demands an even braver vision.





To truly fortify the emergency ecosystem of this province, we are moving toward a future driven by a network of **1,800** ambulances. This number is not about boasting scale. It is about equity. It is driven by the unwavering belief that access to life-saving care should never be defined by the lottery of geography or circumstance. No community should be too far to save. When communities align, & institutions rise to the occasion, a vital service evolves into an unstoppable force. SIEHS has proven what is possible through relentless discipline & purpose-driven execution. Now, we enter the era of amplification.



زندگی رہی تو پھر ملیں گے،
لیکن کسی کو زندگی دے دی تو ہمیشہ زندہ رہیں گے۔



TESTING THE HEART OF THE HELP
WE GO "UNDERCOVER" FOR OUR PATIENTS

At Sindh Integrated Emergency and Health Services (SIEHS), we know that an emergency doesn't wait for a scheduled audit. It's easy to say we're prepared when we know someone is watching, but true integrity is what happens when no one is. That's why we don't just "tell and go" for standard inspections; we go the extra mile by stepping into the shoes of the people we serve to ensure our quality is never compromised —it's about what happens in the middle of a stressful shift when no one thinks the boss is watching.



During February 2026, Mr. Kashif Saeed and Aftab Mustafa from our Monitoring, Evaluation, Accountability, and Learning (MEAL) Department stepped away from their spreadsheets and into the real world. Rather than sending out another memo on "Service Integrity", they picked up the phone & became the "patients" themselves. By navigating these disguised, real-time scenarios, they weren't trying to catch anyone making a mistake—they were ensuring that our promise of professional, patient-centred care is a living reality for every person in Sindh.





TESTING THE HEART OF THE OPERATION

As these two analysts moved through different tests, their focus remained on the human side of our emergency response. In one of these "mystery" calls, we followed the journey of a patient named Hassan who required a critical transfer from Karachi Institute of Heart Diseases (KIHD) to specialised care at National Institute of Cardiovascular Diseases (NICVD):

- **Real Conversations, Not Just Data**

Our dispatchers did more than just listen for an address; they took the time to ask the vital questions—checking on ECG results and oxygen needs—to ensure the crew was fully prepared the moment they arrived.

- **Eyes on the Road**

We tracked the movement of Vehicle 426 as it navigated through the busy streets of Jauhar. We recognise that every minute saved in traffic is a minute given back to a family in crisis.

- **Lifting the Burden**

Perhaps most importantly, our teams were tested on their honesty. Even in the rush of a transfer, they made sure to clearly tell the family that our help is free of charge, ensuring that money is never a worry when a life is on the line.

OUR PROMISE TO YOU

The "tell and go" approach simply isn't in our DNA. We dive deep into our own operations because we know that "crisp" communication and quick thinking are the thin lines between life and death. These secret tests allow us to find the small ways we can refine our work and make our service even more impactful for the community.

Ultimately, everything we do is about saving lives. We are not willing to let down the people who are counting on us in their darkest hours. At SIEHS, we put ourselves through the wringer so that when you call 1122, you don't have to wonder if we're ready. We've already proven it to ourselves.



DEFENCE IS DEPLOYED
DATA IS THE NEW BATTLEFIELD

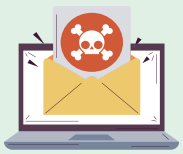


CYBERSECURITY AWARENESS
STAYING RESILIENT IN A HIGH-STAKES ENVIRONMENT

Cyber warfare isn't just for headlines—it's hitting our inbox daily. With geopolitical tensions rising, code is the weapon, and your credentials are the target.

THE INTELLIGENCE REPORT

■ **Phishing (Email)**
90% of all breaches start here. Look for "urgent" tone-policing and sender addresses that don't quite match.



■ **Smishing (SMS)**
They are hitting personal phones now. Never reply. Replying confirms your number is "live," making you a permanent target for future attacks.



THE HARD RULES OF CYBER RESILIENCE

■ **Stop the Reflex**
Hover over every link. If the URL looks like a string of gibberish, it is.

■ **Zero Trust on SMS**
Corporate credentials are never requested via text. If you receive a link, ignore it.

■ **The Lockdown**
MFA is non-negotiable. If an app offers it, turn it on. If you leave your desk, Lock your screen.

REALITY CHECK

We can build the walls, but you hold the keys. User awareness isn't just "IT's job"—it's our only real line of defense.

 # DOYOURPART | BECYBERSMART

FORGING THE LINKS THAT SAVE LIVES
LEADING THE DISCOURSE ON PRE-HOSPITAL SYSTEMS

Survival, in emergency medicine, is never the result of one thing. It is the result of everything holding — in sequence, in time, without a single gap.

That is the premise of the chain of survival model: from the moment of collapse to definitive treatment, every link must hold. Early recognition. Immediate action. Effective pre-hospital care. Safe transfer. Coordinated treatment on arrival. Miss one link, and the chain breaks. In emergency medicine, when a chain breaks, the consequences are final.

The Chain of Survival Conference 2026, hosted by the Aga Khan University Centre of Excellence for Trauma & Emergencies (CETE) in Karachi on 26–27 January 2026, was a gathering built around that truth. Experts, policymakers, and frontline professionals came together to examine the most urgent question in emergency care: how do you build a chain that holds — not in ideal conditions, but in the real ones?

The monumental event drew not just national figures, but a formidable coalition of global healthcare professionals, renowned trauma surgeons, and international health strategists. Delegates from across the globe converged in Karachi, bringing with them diverse perspectives from highly advanced medical systems as well as developing nations facing similar resource constraints. This international presence elevated the dialogue, transforming local challenges into a globally resonant conversation about health equity, rapid deployment technologies, and systemic innovation. The exchange of knowledge was electric, as experts dissected case studies from global crises and explored exactly how those complex lessons could be adapted to the unique, high-density urban environments and vast rural terrains of Sindh.

WHERE SIEHS LIVES IN THE CHAIN

SIEHS operates in one of the most decisive links of all: the first response. The work happens in the gap between when something goes wrong and when hospital care begins — the minutes where outcomes are most often determined. The conference's emphasis on pre-hospital care, timely intervention, and structural resilience was not abstract for SIEHS. It was a mirror.



LEADING THE ROOM

Brig. Tarique Quadir Lakhiar (R), CEO — SIEHS, co-led Parallel Session IV: "From Sirens to Systems: Building Resilient Emergency Medicine in Low-Resource Settings." Sirens are visible. They are reassuring. But they are not resilience. Resilience is built in the less visible spaces — in coordination, capability, and the structural decisions that determine whether help arrives in the right form, at the right time.





REDEFINING WHAT COMES BEFORE THE HOSPITAL

Dr. Ali Kashan, Operations Lead - Karachi, delivered a talk titled "Redefining Pre-Hospital Care for the 21st Century" — a direct argument for evolution, grounded in frontline experience. Demand is rising. Emergency patterns are shifting. The window to deliver care remains exactly the same. His session added precisely the dimension the conference needed.



The impact of these insights extended far beyond the formal presentations. In the collaborative networking spaces, SIEHS delegates engaged in intense, high-level discussions with their international counterparts. By sharing hard-earned insights from navigating Karachi's incredibly complex traffic grid and the province's remote operational challenges, our team earned profound respect from global peers who recognized the immense, real-world logistical hurdles SIEHS overcomes every single day.

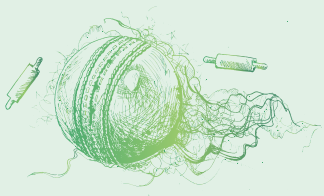


SIEHS was not simply among the attendees. It was a driving force inside the conversation — contributing to the thinking that shapes how emergency systems globally must change to save more lives. Leaving the conference, the organization carried forward not just innovative strategies, but the powerful validation that their boots-on-the-ground work in Sindh is actively setting a benchmark for pre-hospital care in the developing world.





WICKETS, WINS, & THE HEART IN THE UNIFORM



In the world of emergency services, we spend our lives racing against the clock. This March, however, the clock at the Korangi Eid Gah Ground ticked to the rhythm of a different beat. For the Parwaz-e-Shaheen Sporting Event, our Karachi Operations team took a collective breath—stepping away from the sirens to acknowledge the people behind the uniforms, even as the mission to serve Sindh continued without pause in the hands of our colleagues on the road.



The day opened with a Ludo tournament dedicated to our female staff, bringing together teams from eight stations: PIB, Baldia, Bin Qasim, North Karachi, Ancholi, North Nazimabad, Korangi, and Clifton. Beyond the boards and the dice, it was a subtle, powerful nod to the women who drive SIEHS forward every day. Colleagues who usually coordinate over radio frequencies sat across from one another in person, where the team from Bin Qasim Station eventually emerged as winners, followed by the Korangi Station team as runners-up.



As the Ludo matches wound down, the energy shifted to the cricket pitch for a final between the PIB Spartans and the Korangi Kings. After winning the toss and electing to bowl first, the Spartans faced a determined Korangi side that set a challenging target of 64 runs in just 5 overs. The chase kept the all-SIEHS crowd on the edge of their seats as the PIB Spartans fought for every run, eventually reaching 70-run total and clinching the win on the second-to-last delivery of the match.



What truly stood out wasn't just the scoreline, but the spirit of the day. Director Operations, Lutaf Ali Mangrio, joined as the Chief Guest, but he didn't stay on the sidelines—he stepped onto the pitch to join the match himself. Organised by GM Operations Dr. Ali Kashan Malick and the Karachi Operations team, the event mirrored the very standards we hold dear in the field: impeccable discipline, sharp time management, and a deep sense of participation.

When a teammate celebrates a wicket or a clever move on the board, it is a reminder that we are humans serving humans. Whether through the strategic focus of our sportswomen or the adrenaline of a last-over finish, we return to our stations and our desks with a renewed sense of purpose, knowing that the real strength of SIEHS is the heart we put into everything we do.

Strategic Moves. Last-Ball Finishes. One United Team

From the grit of the pitch to the women leading our ranks, Parwaz-e-Shaheen proves that when we take a moment to stand together, no one is left behind.

INNOVATION IN THE GOLDEN HOUR
PUTTING SURVIVAL IN THE PALM OF YOUR HAND

At 2 a.m., in a city of millions, someone panics. A child has a fever that won't break. A man clutches his chest. A family stands over an unconscious relative, unsure what number to dial. For too long, that moment of confusion — that gap between crisis & clarity — was where precious minutes disappeared. HOPE 24/7 was built to close that gap.

Launched by Sindh Integrated Emergency & Health Services (SIEHS), HOPE 24/7 is not simply a mobile application. It is a public promise made tangible: that in Sindh, no one who needs help should struggle to find it.

The app is free. It requires no payment, no subscription, and no technical expertise. At its core are two lifelines: 1122 for emergency ambulance dispatch, and 1123 Tele-Tabeeb — SIEHS's round-the-clock medical and mental health support service.

Beyond the calls, the app offers real-time ambulance tracking after dispatch — so a family watching over someone in cardiac arrest is no longer left staring at a door, wondering if help is coming. They can see it moving toward them. In a crisis, that knowledge alone changes how a family holds together.

It also provides a directory of SIEHS district offices, nearby hospitals, emergency helplines, first aid guidance, medicine reminders, and a WhatsApp bot for guided support. Users can sign in to save personal emergency contacts, or continue as a Guest for immediate, friction-free access. For those moved to give back, the app includes Donation and Zakat options to support SIEHS's life-saving infrastructure.

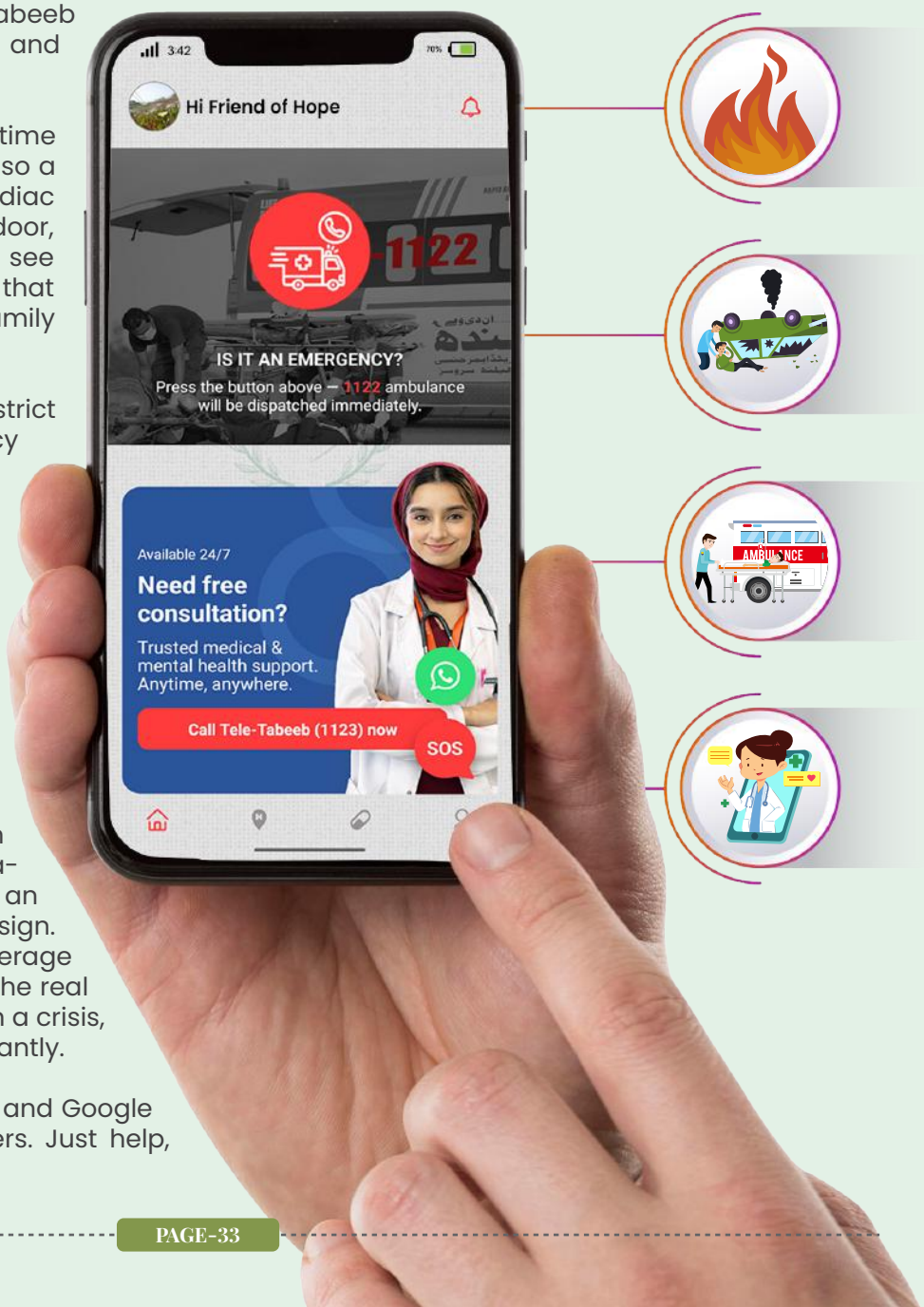
User information is confidential. Never sold. Never traded. Shared only when emergency dispatch or core functionality requires it. Privacy is not an afterthought here — it is part of the design. HOPE 24/7 has received media coverage from Mangobaaz and GTV News. But the real story is the next person who opens it in a crisis, and finds exactly what they need, instantly.

Available free on the Apple App Store and Google Play. No in-app purchases. No barriers. Just help, when it matters most.

GET IT ON Google Play

Download on the App Store

DOWNLOAD THE APP NOW!



A NIGHT OF REFLECTION & RHYTHM
CELEBRATING THE HEART OF SIEHS



A week before the fasting and spiritual reflection of Ramzan began, SIEHS management brought our people together for a spectacular night of recognition, dinner, and pure, joyous dhamaal. Hosted by Agha Noman and opened with a serene Quranic recitation by Waheed Awan, the evening stood as a true masterclass in employee appreciation. A spinning 360 booth added to the excitement, capturing high-energy moments and giving everyone something fun to take back with them—the goal was simple: make sure everyone could be there and truly enjoy.

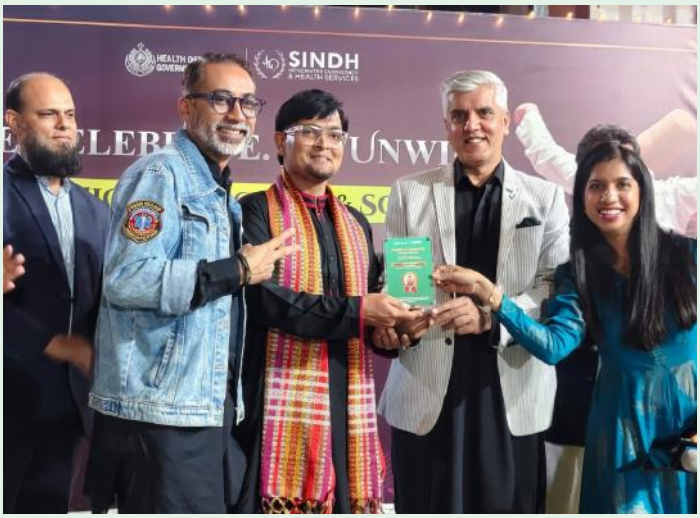
The night was built to honour the relentless, on-the-ground dedication that keeps our fleet moving across the province. Alongside the celebration of 15 outstanding employees across EMD, ETC, EVO, and EMT departments—rightfully honoured as "The Pace-Setters" with certificates of excellence—we proudly debuted the "Employee of the Quarter Award". This new distinction rewards the steadfast consistency that keeps operations running shift after shift, with Agha Noman and Salman Shams proudly receiving the inaugural honours.







A deeply emotional high point arrived with a surprise birthday celebration for CEO Brig. Tarique Quadir Lakhiar (R). He was overwhelmed by unprompted gifts presented by stations across all regions—Karachi, Hyderabad, Sukkur, & Bhambhore—done out of pure, unasked-for admiration and love.





As the formal recognitions concluded and dinner was served alongside a 360-degree video booth, the legendary Mr. Ali Zaman Taji Qawwal took the stage and completely ignited the room. The heavy burdens of saving lives melted away as the rhythm pulled the crowd forward to dance without a single care. Originally meant to wrap up by 11 p.m., the euphoria joyfully stretched until 1 a.m., with management diligently ensuring that every single team member was safely provided conveyance home.



ROLE OF TELE-TABEEB
WHEN BREATH BECOMES SURVIVAL

THE CASE
JANUARY 11TH | 22-YEAR-OLD FEMALE | CRITICAL METHADONE OVERDOSE

THE CONDITION: SEVERE RESPIRATORY DEPRESSION; IMMEDIATE LIFE-THREAT



Some questions aren't answered with explanations; they are answered with outcomes.

On the night of January 11th, EMT Kalesh's call came in: a 22-year-old female, methadone overdose, attempted suicide. She wasn't just fading; she was in severe respiratory depression. In that moment, the theoretical debates vanished. Dr. Sharib Afzal Bughio, Medical Officer, Tele-Tabeeb, handled the case.

WHAT'S THE POINT OF TELE-TABEEB?" "WHY INVOLVE A DOCTOR WHEN EMTS CAN MANAGE INDEPENDENTLY?"

EMT: Patient unconscious hai. Overdose ka case lag raha hai. Saturation 42% hai with 12L oxygen. Respiratory rate 8. Patient unresponsive hai.

Dr. Sharib: Kaunsi tablets li hai?

EMT: Methadone tablets. Severe respiratory depression hai. Aur koi history available nahi.

Dr. Sharib: Pupils check kiye hai?

EMT: Bilateral constricted pupils.

Dr. Sharib: Opioid overdose. Jaldi say 0.4 mg Nalox-one administer karein.

FOLLOW-UP CALL

Dr. Sharib: Patient ki current status?

EMT: Buhat improvement hai, Patient responsive hai aur hemodynamically stable hai.





Normal Saturation is between **95–100%**



Normal respiratory rate is between **12 to 18 breaths per minute**

A diagnosis was established within seconds. A targeted antidote was administered without delay. Respiratory depression was reversed before progression to respiratory arrest.

This is the function of Tele-Tabeeb: rapid clinical reasoning, precise intervention, and immediate impact, where seconds matter.

AMBULANCE-BASED MANAGEMENT OF ACUTE OPIOID OVERDOSE IN ADULTS VIA TELE-TABEEB

FEATURES OF OPIOID TOXICITY (TRIAD)

- **Drowsiness (CNS Depression)** Kya patient ghunoodgi/neend ki halat mai hai?
- **Respiratory depression** Patient ki O2 sats kya hai? Aur inka RR kitna hai?
- **Miosis** Kya patient kay pupil reactive hai aur aam size say kum hai?

RR > 10
SpO2 > 92% (on air)

ای ایم ٹی، ان کے RR اور Stats کو مسلسل مانیٹر کرتے رہیں۔ انہیں 6 گھنٹے تک زیرِ نگرانی رکھنا ہو گا۔ اگر RR<10 سے کم ہو جائے یا Stats 92% سے نیچے آجائیں تو Naloxone دینے کی ضرورت پڑے گی۔

اگر حالت مستحکم رہے تو انہیں ڈسچارج کیا جا سکتا ہے۔

RR 6–10
SpO2 86–92% (on air)

ای ایم ٹی، آپ نے فوراً اِن کو آکسیجن دینی ہے۔

Naloxone (1ml) کو Saline (9ml) کے ساتھ dilute کریں۔ (2.5cc) ہر ایک منٹ بعد دیں، جب تک RR>10 سے زیادہ نہ ہو جائے۔

ہر 15 منٹ بعد مانیٹر کرتے رہیں۔

RR < 5
SpO2 < 85% (on air)

ای ایم ٹی، آپ نے فوراً اِن کو AMBU Bag کے ذریعے 15 منٹ تک آکسیجن دینی ہے۔

اِن کو فوراً Naloxone IV (1 ml) بغیر dilution کے دیں، اور (1min) بعد رسپانس چیک کریں۔

اگر رسپانس نہ آئے تو Naloxone (2ml) دیں۔

BEYOND THE EMERGENCY, THIS CASE DEFINES THE STANDARD. IT DRIVES OUR FOCUS ON RAPID RECOGNITION AND STANDARDIZED INTERVENTIONS TO ENSURE BETTER OUTCOMES FOR EVERY PATIENT

A BREATH OF HOPE
SUPPORTING A FRAGILE LIFE

Moving a toddler with complex needs like Thalassemia requires a precise blend of respiratory expertise and unwavering vigilance.

At just two years old, no child should have to fight for their next breath; for a patient also battling Respiratory Distress Syndrome (RDS), every second is vital.

When the call came from Indus Hospital, the 1122 team knew they were transporting an incredibly fragile life dependent on a ventilator. The ambulance was rapidly transformed into a mobile ICU, where the crew maintained precise ventilator support to stabilise oxygen levels despite the complications of the child's blood condition.

Throughout the journey to Civil Hospital Hyderabad, the team remained hyper-vigilant, managing vitals with a level of care that went far beyond standard protocol. By the time they reached the specialists, the child remained stable—a hard-won victory for the team. The relief on the family's faces as their son was safely handed over is the true heartbeat of this service.

Attendant's Comment
SIEHS ke bohat shukarguzar hain ke unhon ne mushkil waqt mein hamari madad ki aur bachay ko sahi salamat hospital pohanchaya.



A SAFE ARRIVAL IN SUJAWAL

Clinical intuition—knowing when to deliver on-site—can turn a crisis into a celebration.

When the call came from Village Hussain Mallah, the situation was already critical: a 28-year-old woman in the throes of complicated, full-term labour. 1122 crew arrived in just 18 minutes, but as they began the journey toward DHQ Sujawal, it became clear the baby would not wait for the hospital.

With the patient in distress and the hospital miles away, the Emergency Medical Technician (EMT) made a swift, professional call. With the family's consent, the ambulance was transformed into a delivery room. In this high-pressure environment, the team remained calm, guiding the mother until the sound of a healthy newborn filled the vehicle.

Post-delivery, the team focused on essentials, checking APGAR scores and ensuring the mother was stable. As both were doing well and the family felt confident, they were settled safely without the added stress of a hospital stay. Expertise and composure transformed a critical moment into success.

Attendant's Comment
Hum boht pareshan thay ke raste mein kya hoga, lekin team ne boht hosla diya aur sab sahi se sambhal liya. Allah ka shukar hai ke dono theek hain.



A MONTH OF SERVICE, A FAMILY AT HEART
KEEPING THE SIEHS SPIRIT STRONG THIS RAMZAN

While most of the world slows down during the holy month of Ramzan, the team at SIEHS knows that emergencies don't take a break. Our frontline responders spent their days balancing the physical challenges of fasting with the high-stakes demands of saving lives. It's a selfless task, but even the strongest heroes need a moment to recharge.

To keep the energy up and the smiles going, we held internal Iftars at our stations. These weren't just meals; they were moments of connection. Sitting down to break bread together allowed our paramedics and dispatchers to breathe, bond, and remind one another that they are not just colleagues, they're a family.

That same sense of unity was felt when the Tele-Tabeeb team shared a special Iftar with the CEO and Director of Operations, Lutaf Ali Mangrio. By taking these moments to recharge, we ensure the spirit of the month stays alive in every siren and every heartbeat we serve.















ONE TEAM, MANY EIDS
A REGIONAL WRAP



While the rest of the country was home with family, our teams at the stations were creating their own festive atmosphere right where they were. It was less about the official holiday and more about the small moments—grabbing a quick bite together and catching a laugh between calls—making the most of the day with the work family while remaining on the lines.

Over at the Head Office, everyone took the traditional break to recharge at home. Since the team was away during the actual holidays, they kept the energy going a little longer with a delayed celebration once everyone was back at their desks.

These gatherings turned out to be the perfect way to bring the whole family back together, bridging the gap between those who were home and those who spent the holiday on duty. It was a chance to swap stories over good food and finally mark the occasion as a full team. Whether it happened on the day or a few days later, the spirit remained the same: good company and a well-earned celebration across the entire map.






WE ARE
ALWAYS
READY
TO HELP YOU!












TEAM WORK
MAKES THE DREAM
MINDSET







ALLAH KE BANDE
A CAMPAIGN BORN FROM CULTURE, BUILT WITH PURPOSE



ALLAH KE BANDE
KYUN KE KHIDMAT BHI IBADAT HAI

Some ideas are created in boardrooms. Others are borrowed from trends. And then there are those rare ideas that already exist in the hearts of people, waiting to be noticed.

This was one such idea.

In our cultural context, we have all heard a familiar phrase in everyday life. It is often said after an unexpected act of kindness or timely help. A car breaks down on the road, someone stops to assist, and later the person says with gratitude, ***"Allah ka banda mil gaya tha."*** Someone was there. Someone helped. Someone made a difficult moment lighter.

It is a phrase rooted in faith, humanity, and relief, capturing that deeply familiar feeling of being helped when you need it most.

That thought stayed with us.

As we reflected on the role of our frontliners, we realised that this phrase describes them more truthfully and more beautifully than any formal label ever could. Every day, they step into moments of panic, uncertainty, and pain — arriving when families are distressed, when accident victims need urgent care, and when every second matters. They do not just provide a service; they bring reassurance, humanity, and hope.

From this insight, the campaign took shape.

It was built on a simple but powerful truth — our frontliners are often the people others remember long after the emergency has passed. They are the helping hand on the road, the calm in a moment of chaos, and often the reason someone gets another chance.

What made this effort especially meaningful was that it did not feel manufactured; it felt discovered. We were not trying to force a message into people's lives, but drawing from something they already understood. That familiarity gave the campaign its emotional depth — making it instantly relatable while remaining deeply respectful of the role our teams play every day.



At the same time, the journey from concept to execution was anything but simple.

What appears effortless on the surface often comes from intense work behind the scenes, and this campaign was brought to life in just nine days. From the first spark of the idea to final execution, the timeline demanded clarity, conviction, and an extraordinary amount of teamwork. Long hours turned into late nights as creative thinking moved rapidly into decision-making, refinement, & rollout.



Every part of the campaign needed to feel right, not only visually and strategically, but emotionally. Because when the subject is this close to people's lived experience, authenticity matters. Every word, every expression, and every creative choice had to honour the spirit of the idea.

This is what makes the campaign special for us.



It is not only something delivered in record time, but a reflection of who we are and what we stand for. It reminds people that behind every emergency response is a human being committed to helping another. It reinforces that service is not just operational — it is deeply emotional, restoring trust, easing fear, and spreading hope.

Most importantly, it gave us a way to celebrate our frontliners in a language that belongs to the people.

Because when help arrives at the right time, people may not always remember the technicalities — the processes or the protocols — but they do remember the feeling of being seen, supported, and saved.

And in our part of the world, that feeling has always had a name.

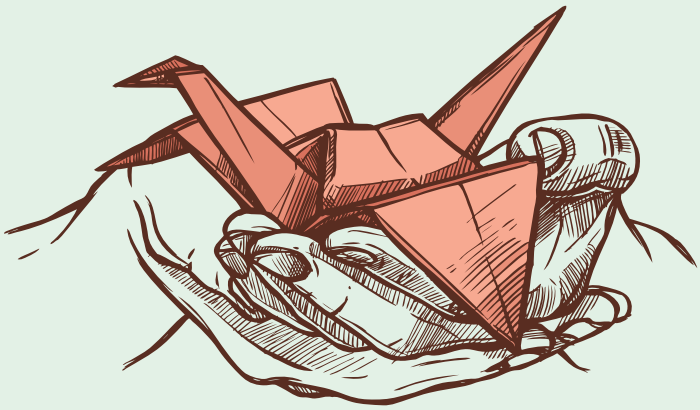


TEN MINUTES BETWEEN LIFE AND DEATH
A MIRACLE IN JAUHAR BLOCK 18

When the call came in from Jauhar Block 18 reporting an unconscious man who was barely breathing, the stakes were already incredibly high. But upon arrival, the SIEHS 1122 team realised the situation was catastrophic: Muhammad Nouman was in sudden cardiac arrest.

The margin for error vanished. The team immediately launched into Cardiopulmonary Resuscitation (CPR) and deployed an Ambu bag for critical ventilation support, refusing to pause their resuscitation efforts. Working with elite speed and clinical focus, the team administered a second dose of epinephrine, successfully reviving Muhammad within just 10 minutes.

Following rapid stabilisation, he was shifted to the hospital for further treatment. Later featured by the Times of Karachi, this breathtaking rescue is a definitive reminder of what trained pre-hospital care can achieve. In a cardiac emergency, rapid recognition, immediate action, and skilled teamwork can change the outcome within minutes.



SCAN TO SEE HOW HOPE REACHES IN TIME

HEALING AND HONOUR
PROTECTING WHAT BELONGS TO OUR PATIENTS

The scene in Gulshan-e-Hadeed was the kind that makes your stomach drop: a devastating collision between a motorcycle and a truck, with bystanders standing back in shock. In the centre of the wreckage lay Ghulam Hyder—unconscious, suffering a severe head injury, and entirely alone, with no one to answer the immediate questions: kis ka banda hai? ghar kahan hai?.

Our SIEHS crew executed their training flawlessly, carefully handling him and rushing him straight to JPMC, Karachi. But saving a life is only half of our duty. While securing the patient, the team found he was carrying Rs. 38,000 in cash and a smartphone. Because an unconscious patient's belongings become our direct responsibility, the crew immediately secured and documented them.

When Ghulam's terrified mother finally arrived at JPMC, she was met with two profound reliefs: her son had been safely brought to care, and his money & phone were returned to her by the Thatta station crew—completely intact and handled with respect. At SIEHS, absolute integrity is a foundational part of the job, just like CPR. Families remember us for saving lives, but they trust us because we take care of everything else.



A FINAL TRIBUTE
THE BRIGHT LEGACY OF FARHAN ALI KAKA

It is with profound, heartbreaking sorrow that we announce the passing of Farhan Ali Kaka, a dedicated Emergency Vehicle Operator (EVO) at our Matiari Station. At just 28 years old, Farhan was tragically taken from us following a road traffic accident. Having joined SIEHS on August 25, 2025, his tenure was brief but incredibly impactful.

Farhan was the very definition of energy and discipline, playing an instrumental role in helping Matiari Station secure the prestigious ISO Best Audit Performance Award. Whether extending his working hours for his team or proudly representing SIEHS in the parade team during the Keenjhar Lake Boat Inauguration Ceremony, he viewed his uniform as a true calling. We extend our deepest sympathies to his family, friends, and colleagues. His legacy of quiet, powerful dedication will forever serve as a source of strength and inspiration for our entire organisation.



HONOURING A FALLEN HERO
THE STEADFAST SERVICE OF FIAZ HUSSAIN MANGRIO



With the heaviest of hearts, we mourn the deep loss of Fiaz Hussain Mangrio, an Emergency Medical Technician (EMT) at Khairpur Station. Fiaz, 29, joined the SIEHS family on June 12, 2023, rapidly cementing himself as a deeply respected and dependable pillar of his team. He tragically passed away following a road accident while dutifully performing an emergency patient transfer.

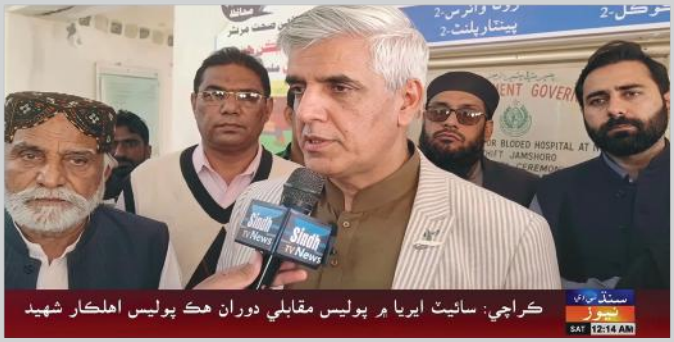
Remembered for his absolute humility, sincerity, and discipline, he was a hardworking professional who never hesitated to sacrifice his own time and effort when duty called. His tragic passing leaves an irreplaceable void among his colleagues at Khairpur Station and beyond. We honor the beautiful, steadfast way he carried himself in service to others, praying that Allah grants him the highest place in Jannah and brings profound strength to all who loved and mourn him.

FEATURED & FRAMED

This quarter, SIEHS was featured in 30+ media appearances across television, digital, and news platforms. More than just headlines, these stories offered a window into the quiet heroics that happen every day—showing what it looks like when expert care meets a moment of crisis.

The coverage highlighted the life-saving reality of our work, such as the cardiac arrest response, where rapid pre-hospital intervention brought a patient back to his family. Our HOPE 24/7 initiative also took centre stage, showing how we are making healthcare more accessible for everyone in Sindh.

Most moving was the "Allah ke Bande" feature, which resonated deeply by focusing on compassion and human connection. Alongside this, our donation campaign sparked a vital conversation about how the community can help sustain these free, life-saving services, building a bridge of trust so the people of Sindh know they are never truly alone.













IN CASE YOU MISSED IT

Here's everything SIEHS teams pulled off this quarter — from saving lives in the field to shaping healthcare systems across Sindh. From high-level visits and on-ground inspections to the internal coordination that keeps operations running seamlessly, this section captures how the teams show up — in the field, behind the scenes, and across departments.

It's a glimpse of the full picture: where we were, what we responded to, how we kept things moving, and the steps taken to strengthen services — from emergency response to pushing mental health support further across the province.





SRSO & DAWN Visit to SIEHS: CEO Sindh Rural Support Organization (SRSO) Mr Muhammad Dittal Kalhoro, DAWN anchor Wusatullah Khan, and journalist Ms. Wardha visited Sukkur station and received an operational briefing.





Hyderabad Region People & Culture's Command & Control Alignment Session: To align with the CEO's vision, the session focused on strengthening employee feedback and grievance handling, improving Ops–CCC coordination, upgrading insurance support, and tightening data accuracy.





SZABIST visits SIEHS head office: Uniting academia and emergency care to shape the next generation of responders.





RDE Conducts Clinical Documentation Session: Research, Development & Education (RDE) held an engaging Clinical Documentation session for the Regional Operations Team. The training strengthened documentation accuracy and practice.





GTV Host Visits SIEHS Head Office: Mahnoor Ali of G Utha Pakistan visited SIEHS for a discussion focused on collaboration. The meeting reinforced the media's role in health awareness and social impact.





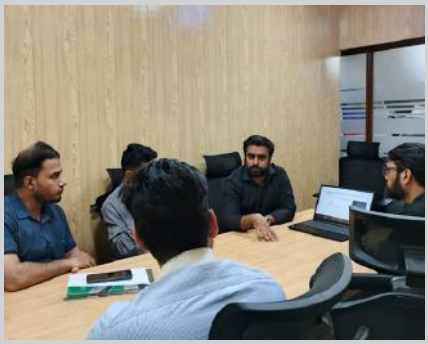

On-Ground Care at Karachi Eat 2026: SIEHS delivered first-aid support at Karachi Eat and raised awareness of emergency response. Our teams stayed ready to protect lives where communities gather.






SIEHS Represents Pakistan at ACEM25: At the Asian Conference on Emergency Medicine (ACEM25), SIEHS showcased Sindh's progress in emergency and pre-hospital care.





Successful Cybersecurity Awareness Sessions: Our IDS teams covered Karachi, Hyderabad, and Bhambhore to fortify our human firewall and embed security into our daily operations.



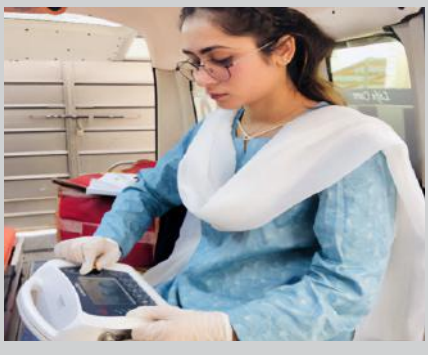



Global Expertise, Local Impact at SIEHS: SIEHS hosted International Federation for Emergency Medicine (IFEM) President Dr. Saleh Fares Al-Ali to support stronger emergency care in Sindh. The exchange reinforced our commitment to saving lives across Sindh & beyond.





Uniting with NGOs for Sujawal: SIEHS joined UNICEF, PPHI, and key NGO partners to align strategies, address regional challenges, and maximise our collective impact on community health and safety.





Biomedical Support for Mission-Ready Ambulances: Daily inspections and precision calibrations were performed to ensure every ambulance is mission-ready and life-saving equipment is fully operational.





SIEHS Supports Lok Sahaita Marathon Safety: During the 2nd Lok Sahaita Marathon in Sukkur, SIEHS 1122 delivered end-to-end emergency medical cover with ready teams and rapid on-ground response.





SIEHS Bridges Research and Response: By hosting researchers from Cornell University and AKUH, SIEHS reinforced evidence-led collaboration to improve emergency care outcomes across Sindh.





DC Mirpurkhas Operational Visit: Deputy Commissioner Nawab Sameer Laghari visited SIEHS 1122 Mirpurkhas, praising our advanced incubator facilities and life-saving performance impact.





Medical Priority Dispatch System (MPDS) Training in Karachi: MEAL team delivered a 15-day intensive to 20 new Call Operators, mastering emergency protocols and precision dispatch to elevate our response standards.





SIEHS × FAO: SIEHS partnered with the Food and Agriculture Organization (FAO) of the United Nations to conduct intensive emergency care and disaster risk training across UC Goongani (Shah Bunder) and Karr Malik (Jati).





Youm-e-Ali Deployment: SIEHS 1122 ambulances and emergency teams were strategically stationed along procession routes, on high alert to provide immediate medical assistance.





Student Exposure Visit: Public School Mirpurkhas students visited the SIEHS-1122 station for a hands-on session with EMTs and doctors, learning life-saving first aid.





MCHC Awareness at Khan Sahib Deen Muhammad Junejo village: SIEHS held a coordination meeting at the Maternal and Child Health Centre (MCHC), briefing staff and the community on 1122's specialised emergency care for pregnant women (PW) cases.





Leadership training initiative: A People & Culture session was led on KPI-driven management and operational excellence, equipping Bhambhore staff with high-impact leadership and team-collaboration skills.





International Women's Day Celebrations: The People & Culture team across Hyderabad, Bhambhore, and Sukkur marked Women's Day by presenting souvenirs to female colleagues, recognizing their dedication and daily impact at SIEHS.






SZABIST Exposure Session: The P&C team hosted SZABIST students for a career mapping session and office tour, bridging the gap between academic study and professional emergency operations.





New Station Launch: Support Wing facilitated the launch of the Orangi Town station, coordinating resources to expand emergency service coverage and accessibility.






SIEHS at IBA Sukkur Career Fair: In alignment with the "Sindh Khushal Program", senior leadership and the P&C team engaged students at IBA Sukkur to bridge the gap between academia and industry.






SIEHS at Isra University: The P&C team engaged over 50 aspiring medical professionals at Isra University's career fair, conducting initial interviews and highlighting impactful career pathways within SIEHS.





Sukkur Station Anniversary: The Sukkur Operations Team celebrated the third anniversary of the SIEHS 1122 Regional Office with a cake-cutting ceremony and a Sufi musical night.






Divisional Under-25 Sports Festival: SIEHS 1122 established a dedicated medical camp at Bilawal Sports Complex to provide emergency cover and immediate treatment for athletes throughout the seven-day event.





Emergency Response Drill at LU Biscuits Factory Sukkur: The SIEHS 1122 team successfully led a multi-agency fire and medical evacuation exercise, earning high praise for their rapid response and technical precision.





Courage Under Pressure: In the face of the devastating 17 January fire, SIEHS 1122 teams braved extreme danger to arrive on-site in just 4.5 minutes.






SIEHS Secures IBA Sukkur Sports Gala: As the official medical partner, the regional team provided expert emergency coverage and pre-hospital care for all athletes and attendees throughout the event.





Geo News Spotlights Remarkable SIEHS Twin Delivery: Senior health journalist Shawwala Aslam visited the head office to film a special feature on the life-saving expertise of our EMTs who successfully managed a complex delivery on the move.

We leave you with a Word Search as we wrap up this quarter's newsletter.

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ALLAHKEBANDE BEYONDDUTY FIRSTRESPONDER GOLDENHOUR HOPE
SIEHS WOMENEMPOWER AMBULANCE FIRSTAIDFRIDAY FRONTLINERS
MIRACLE LIFESAVING TALKTHEHOPE MENTALHEALTH

ONE SCAN FOR ALL SIEHS SOCIALS

@SIEHSPK

FOR STORIES OF CARE, HOPE & IMPACT

Scan the QR Code to follow our journey, and stay updated across all our social platforms.

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