



Hualien

A Tour-Bus Accident, Korean Tourists Injured But Felt Warmth

May 9, 2012

"A tour bus rollover near the Jinwen Bridge in Taroko National Park, emergency room personnel please report to the scene."

At 2:30 pm on the 9th May, Officer Ping-Hsu Tu of Hualien Tzu Chi Hospital emergency room received an emergency briefing. A South Korean tour bus rollover near Jinwen Bridge in the Taroko National Park. Emergency room attending physicians Kai-Yuan Cheng, Tai-Yu Huang, and Miao-Hui Huang, and Nurse Ling-

Li Liu immediately hopped on a hospital ambulance to get to the scene. Meantime, the whole ER team was standing-by to attend injured patients from the accident.

Enthusiastic Volunteers - Native Dialect to Comfort People

There was a total of 13 injured tourists, all Koreans except the bus driver who is Taiwanese. Ten injured patients were transported to Hualien Tzu Chi Hospital. A Korean Chinese tour guide Shu-Ling Lee suffered left shoulder fracture, two passengers had multiple fractures. One had minor intracranial bleeding and was admitted to the intensive care unit overseen by neurosurgery Dr. Sheng-Tsun Tsai. The rest of the injured



Dr. Tai-Yu Huang (3rd to the right), Dr. Kai-Yuan Cheng (2nd to the right), Dr. Miao-Hui Huang (right), and nurse Ling-Li Liu from ER of Hualien Tzu Chi Medical Center arrived at the accident scene to rescue.

passengers had minor injuries. Attending emergency physician Hsin Chang decided not to activate the “Red 9 Alert” standard procedure; instead, a trauma special team was assembled. A cosmetic surgeon Dr. Chien-Hsing Wang also rushed to the emergency room to help as well. Many resident physicians were also there to provide diagnosis and treatment for minor injuries patients.

Due to the language barrier, many of these patients were still in shock and made the medical treatment process difficult. Plastic Surgery Shu-Wei Wang who is fluent in Korean was called to assist with interpretation. However, Dr. Wang was also in the middle of a surgery, but he would rush to the emergency room to help as soon as he was done.

In order to get an initial understanding of the condition of those wounded patients,

before any the arrival of interpreters, the ER physician searched online to get simple Korean words such as “headache”, “fracture”, “splint” in order to communicate with injured patients. The thoughtful gesture made these Koreans travelers felt more comforted and at ease. Tour guide Shu-Ling Lee lying on the ER bed with a fractured left shoulder, and still assisted the medical team in interpretation to calm the injured.

Da Ai TV photojournalist Kuo-Chia Weng assisted to seek help from Mei-Ling Shih at the Tzu Chi University General Education Promotion Center. He also remembered his Korean neighbor Wen Shin so he called his wife to find Wen Shin, who quickly came to the emergency room to interpret. Soon, Dr. Wang also rushed to the emergency room to assist with the interpretation. With several



Superintendent Rey-Ho Kao (2nd to the right) and Vice Superintendent Peir-Rong Cheng (right) rushed to ER to verify the situation and comfort victims.

volunteers interpreting, the medical team was able to concentrate on saving lives.

A Relay of Love

Throughout the event, emergency personnel fully demonstrated their efficiency in rescuing lives. Not only the people in the emergency room, other colleagues on duty were also called proactively to understand the situation. Some even returned to ER to standby. When volunteers were informed about this accident, they also called for more help to come in to guide patients and their families. Social worker Hui-Wen Wang and other community volunteers, brought Jing Si aphorisms in Hangul, Master Cheng Yen's blessings and small supplies and souvenir items for the injured. The whole medical team and volunteers that were there not only provided needed supplies, but also love and comfort.

"When the bus was going uphill, it suddenly lost power. The whole car slipped backward without warning and it flipped over the slope." Still terrified by the incident, tour guide Shu-Ling Lee recalled the accident. She used to bring Korean groups to visit Hualien Tzu Chi Hospital and had a good impression. When she knew that the injured were sent to the Hualien Tzu Chi Hospital, she felt more at ease. She thanked the volunteers and Dr. Shu-Wei Wang to accompany the injured. It means a lot to be able to hear people who can speak



Plastic surgeon Dr. Shu-Wei Wang (first from the left) went to ER to help Korean translation and treatment after he finished his operation



ER Dr. Hsing Chang (right) used simple Hangul to explain treatment to Korean tourists and then carefully cast a plaster.

the same language in such circumstance. She also sincerely appreciated volunteers at the Tzu Chi Hospital. She felt Taiwan is a place filled with love and care.

Twelve wounded patients were treated on a relay by teams in ER, trauma, specialist and volunteers. All were discharged from the Tzu Chi Hospital at 1p.m. on the 10th. A professional medical team and volunteers loving companionship are the best comfort for people from far away. (Article / Wei-ung Peng)