

```
graph TD; A([Limitations in laypeople knowledge  
Cultural aspects  
Insufficient telecommunications  
Suboptimal pre-hospital services]) --> B[Laypeople overcrowding  
Emotional behaviour  
Interference in the work of EMS]; B --> C[Traffic jams  
Late arrival of the emergency services  
Secondary crashes and injuries]; C --> D([Increased morbidity  
and mortality]);
```

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Cultural aspects
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