



000

CALLING AN AMBULANCE



DIAL 000 [TRIPLE ZERO] ask for ambulance

People with speech or hearing disability can dial 106 – National Relay Service



An interpreter is available by stating;
"ambulance" in English; "your language" in English
A short wait may follow

BE PREPARED TO ANSWER THE FOLLOWING QUESTIONS:

What is the exact location of the emergency?

THIS ADDRESS IS:

What is your call back number?

THIS PHONE NO. IS:

What is the problem? (What exactly happened?)

How many people are hurt?

How old is the patient?

Is the patient conscious?

Is the patient breathing?

DO NOT HANG UP!

Follow the instructions offered by the calltaker until the ambulance arrives.

TO ASSIST AMBULANCE:

Avoid third party calls

– The person with the patient has the most accurate information.

Answer each question calmly and accurately.

Provide accurate location details – the nearest intersection is helpful.

Have someone wait outside for the ambulance.

Tell the calltaker if the person's condition changes.

For non-urgent care and/or patient transport contact your medical practitioner.

PLACE THIS CARD BY YOUR TELEPHONE