

Calling an Ambulance



Call Triple Zero (000)
ask for ambulance



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



Say “ambulance” and then the language you speak in English.

Be prepared to answer the following questions

- ▶ What is the address you need the ambulance?

THIS ADDRESS IS

- ▶ What is your contact telephone number?

THIS PHONE NUMBER IS

- ▶ Tell me exactly what happened?
- ▶ How many people are hurt?
- ▶ How old is the patient?
- ▶ Is the patient conscious?
- ▶ Is the patient breathing?

Do not hang up until the calltaker tells you!

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 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.



AmbulanceVictoria

