

Calling an Ambulance



Call Triple Zero (000) ask for ambulance  000

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



Interpreter

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

