

# When to call Triple Zero (000)

Knowing how to call Triple Zero (000) in a medical emergency can be the difference between life and death.

## What is a medical emergency?

Always call Triple Zero (000) in a medical emergency. An immediate life threatening medical emergency may include:

- ✓ chest pain or chest tightness
- ✓ sudden numbness or paralysis of the face, arm or leg
- ✓ large burns
- ✓ serious accidents
- ✓ difficulty breathing
- ✓ extreme pain
- ✓ unconsciousness

If you are not sure if your situation is an emergency, call Triple Zero (000) and the call taker will help.

## What happens when you call Triple Zero (000) in a medical emergency?

**Firstly, stay calm.** Keep yourself safe and as close to the patient as possible.

You will be asked which service you need: police, fire or ambulance.

Say 'ambulance' and your call will be connected to a qualified call taker who will assess your medical emergency. Triple Zero (000) call takers are highly-skilled and trained. They quickly assess the emergency so you are given the right care in the right time.



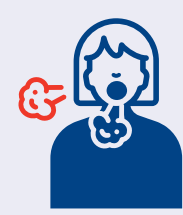
Chest pain or chest tightness



Sudden numbness or paralysis of the face, arm or leg



Severe bleeding



Difficulty breathing



Large burns



Serious accidents



Extreme pain



Unconsciousness

## What is the exact address of your emergency?

Give your street number, street name, nearest cross road and the suburb. If calling from a mobile, you might be asked which state you are in.

## I can't speak English

Call Triple Zero (000). Once you are connected to the ambulance call taker, you will need to give the call taker the address of the emergency and the language you prefer, in English. There will be a short wait while you and the call taker are connected to a translator.

Triple Zero Victoria (formerly ESTA) provides Calling Triple Zero (000) information pamphlets in 10 community languages. Visit <https://www.triplezero.vic.gov.au/language-options> to download.

## My phone is out of credit or out of range

You can still call Triple Zero (000). Your call will be connected if you are in range of another carrier.

### IMPORTANT

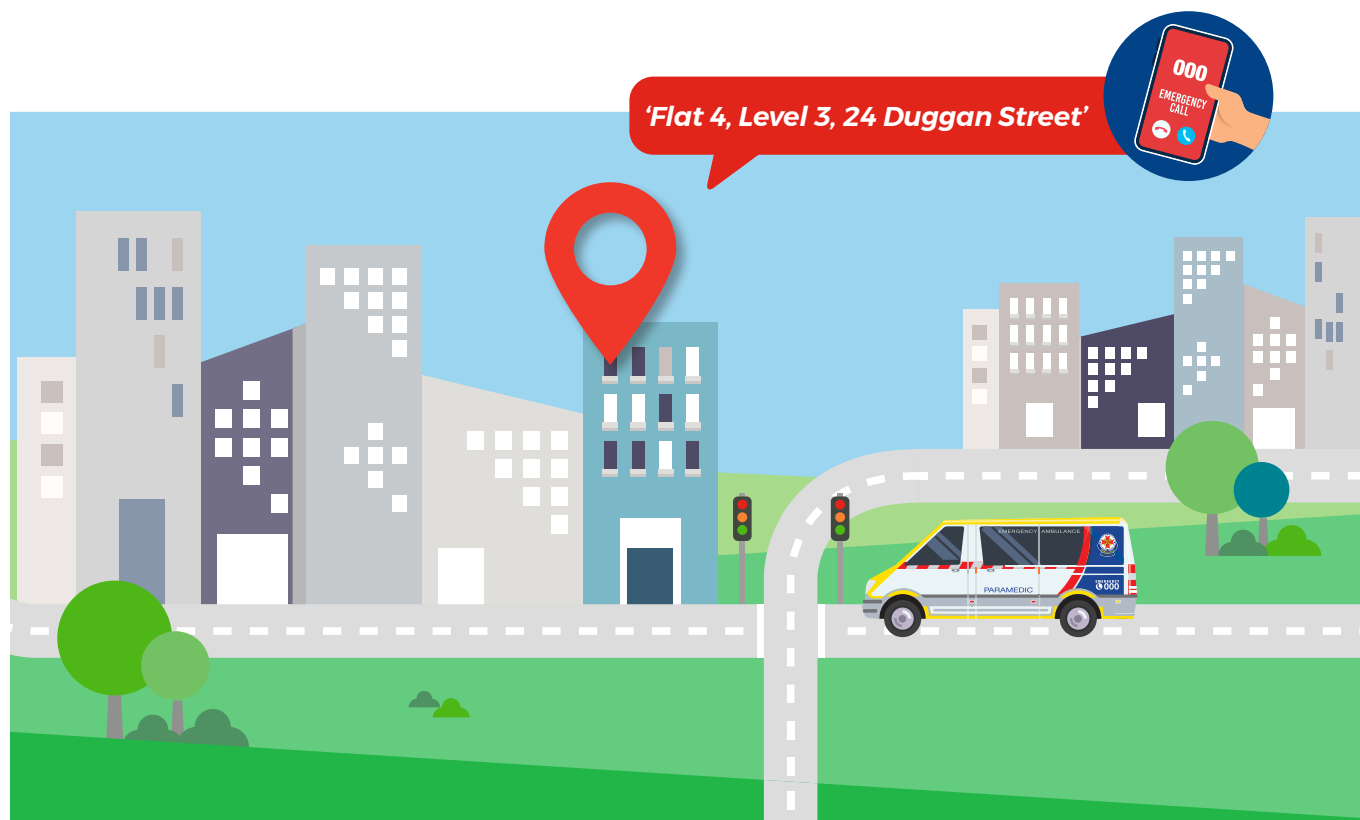
Not all calls to Triple Zero (000) result in an ambulance being sent. If your call is not time critical or life threatening, you may be referred to a nurse or paramedic who will assess your health condition in more detail to ensure you get the right care. Non-emergency transport may be sent or you may be connected with a doctor or pharmacist. Learn more about how Triple Zero (000) works here.



[https://www.youtube.com/watch?v=-3ZcELn6VRY&feature=emb\\_logo](https://www.youtube.com/watch?v=-3ZcELn6VRY&feature=emb_logo)

## The mobile phone keypad is locked

You can call Triple Zero (000) without having to unlock the keypad or enter a Personal Identification Number (PIN). For further information visit <https://www.acma.gov.au/emergency-calls>



**Ambulance**  
Victoria

