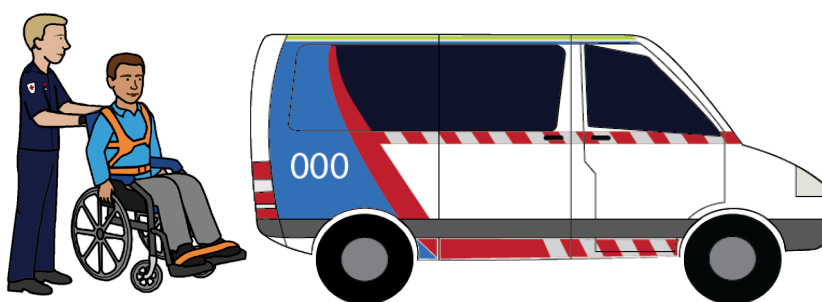




**Ambulance**Victoria



# What happens when an ambulance comes to help you?

**Ambulance Victoria**



**Easy English**

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.

## About this book



**Ambulance**Victoria

This book is from Ambulance Victoria.



We help people who

- are in Victoria
- have a **health emergency**.



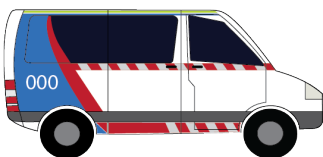
A health emergency is when someone needs fast medical help.

The person who needs help is called the **patient**.



The patient could be

- you
- someone else.



This book is about what happens when an ambulance comes to help you.

## Do you have a health emergency right now?



If you or someone else needs help right now

- call Triple Zero
- ask for an **ambulance**.



You can ask for an interpreter if you speak a language other than English.

Call 000



If someone needs help right now and you need help to speak or listen use the National Relay Service.

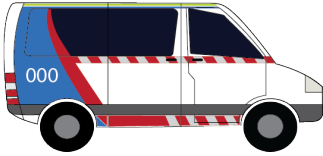


Call 106

The person on the phone will call Triple Zero, 000 with you.

## What does an ambulance look like?

The ambulance service that comes to help you might be



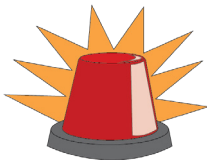
- a van or a car



- a bike or a motorbike

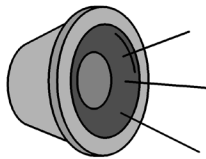


- a plane or a helicopter.



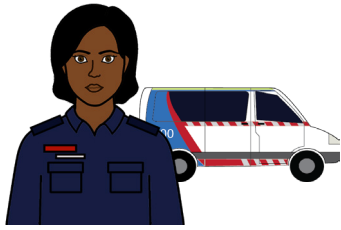
The ambulance might have

- lights



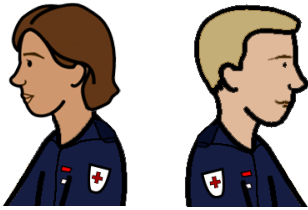
- sounds.

## Who are we?



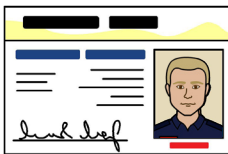
We are **paramedics**.

Paramedics are health workers who help patients in an emergency.



We wear

- a uniform



- an ID badge.

We might also wear things to keep everyone safe, for example



- a face mask

- eye goggles



- gloves.

## If you are at home how can we get in?



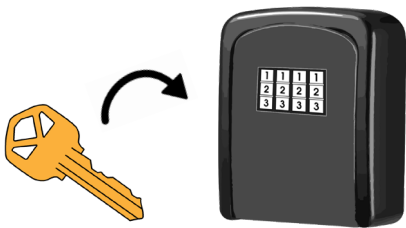
You or someone else can open the door for us.



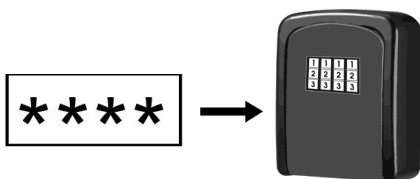
If you **cannot** get to the door, we can

- get help to get in your home

- use a **key safe** if you have one.



A key safe is a box near the door with your key in it.



We need a code to open the box.

# What happens when we are with you?



## 1. You can tell us how we can help

Tell us how you like to communicate.

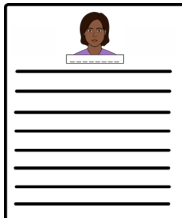


Tell us if you do **not** feel safe.



We can read your health information, for example

- a letter from your doctor
- your **hospital passport**.



A hospital passport is information about you and your health.



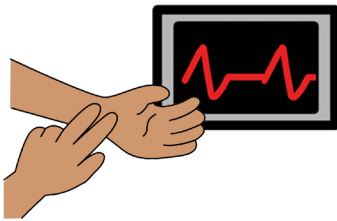
## 2. We will help you with your health problem

We will



- tell and show you how we can help
- ask you if it is ok for us to help.

### What we might need to do to help you



We might put our fingers on your wrist or neck to check your heart beat.



We might put a band around your arm to check your blood pressure.

The band squeezes your arm for a short time and then stops.

We might check your blood pressure many times.



We might put a clip on your finger to check how much **oxygen** is in your blood.

Oxygen is in the air you breathe.



To give you more oxygen we might put

- a tube that goes under your nose
- a mask on your face.

Some masks can blow cool air on your face or make a loud sound.



We might put a small machine in your ear to take your temperature.

The machine makes a beeping sound next to your ear.

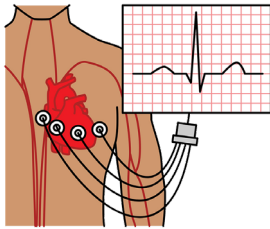


We might use a machine to check your blood sugar level.

The machine touches your finger to take a drop of blood.



Your finger might hurt for 1 second.



We might put stickers and wires on your chest to check your heart.



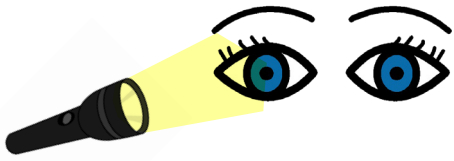
We might stop parts of your body from moving if you are hurt.

For example, we might put

- a frame around your neck
- a sling on your arm.



We might use a torch to check your eyes.

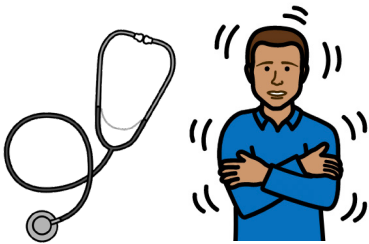


We will shine a torch light in your eyes for a short time.

We might use a **stethoscope** to listen to your breathing and heartbeat.



We will put the stethoscope on your chest and your back for a short time.



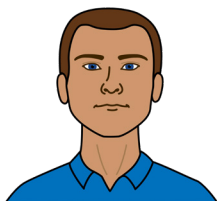
The stethoscope might feel cold on your skin.

We might give you medicine to help you feel better.



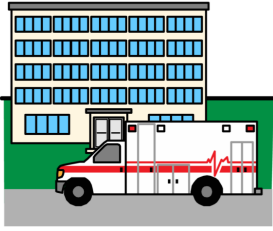
The medicine might be

- a needle in your arm or leg



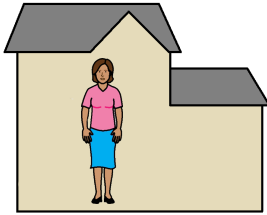
- a tablet to swallow or melt in your mouth.

### 3. We will tell you what will happen next



We might

- take you to hospital in the ambulance

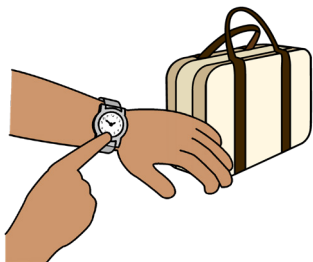


- help you to stay where you are



- get different help for you
  - where you are
  - on the phone.

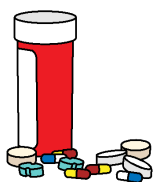
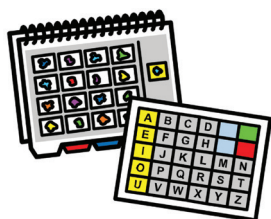
## What if you need to go to hospital?

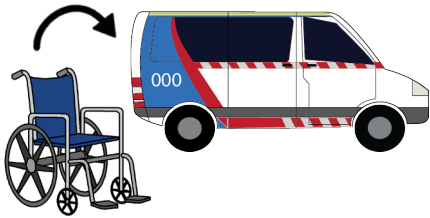


If there is time, you can take the things you need.

For example, you can take your

- breathing machine
- communication aids
- assistance animal
- sensory supports
- medications
- hospital passport
- mobile phone.





You can also take your mobility aids if they can fit and be safe in an ambulance.



If your aid does not fit, someone can take it to the hospital later.

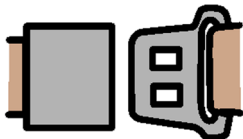


You might need to go in the ambulance

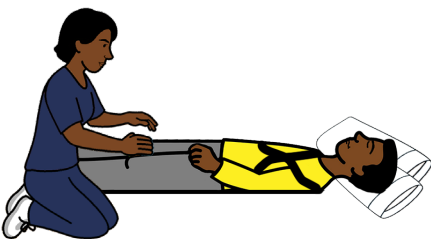
- in a wheelchair



- on a stretcher.

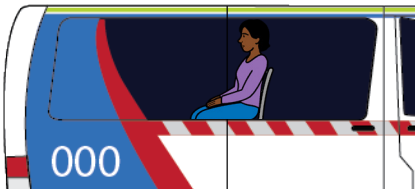


You **must** wear a seatbelt to keep you safe.



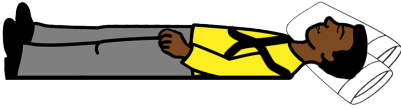
We will help you get comfortable.

A paramedic will sit with you and give you care.



In the ambulance you might

- sit backwards



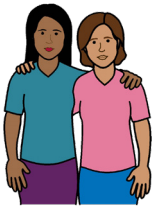
- lie down.

You can bring someone with you in the ambulance.



For example, you can bring

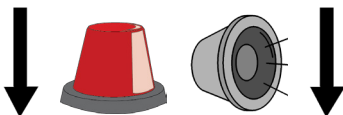
- a family member



- a friend



- a support worker.



We can turn down the ambulance lights and sounds.





## More information

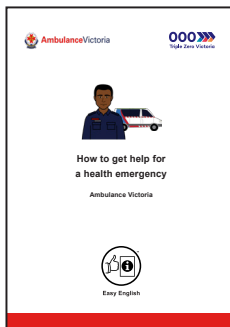


**Ambulance**Victoria

For more information about Ambulance Victoria go to our website.



Website [ambulance.vic.gov.au](http://ambulance.vic.gov.au)



You can read about how to get help in a health emergency in our other book.

## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website [accesshub.gov.au/nrs-helpdesk](https://www.accesshub.gov.au/nrs-helpdesk)



Call 1800 555 660



Scope's "Best Care for People with Communication Disabilities" is made possible by an Information and Linkages Capacity Building Project funded by the Department of Social Services and the National Disability Insurance Scheme. We acknowledge the collaboration between Scope, Ambulance Victoria, and other valued emergency health services nationally.

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