



23 Aug 2009

## **In An Emergency Call Triple Zero (000)**

The Ambulance Service of NSW would like to remind people, especially in rural communities, that during an emergency medical situation or an acute illness, please call **Triple Zero (000) - or 112 from mobile phones** and ask for an ambulance.

In light of current campaigns that are aimed at limiting nuisance calls for ambulances, some people who encounter serious medical emergencies may think that these campaigns apply to them as well. This is not the case. Paramedics are highly trained medical professionals who are able to provide advanced medical treatment that is required prior to and during transport. Ambulances are not there just for transport. Ambulances in NSW are staffed by highly trained paramedics who can administer the best possible pre-hospital medical care.

Sometimes every minute counts. By being able to deliver essential life-saving treatment at the scene, as well as en-route to hospital, ambulance paramedics can start delivering that treatment much earlier than if a person tries to get to the hospital by other means.

It is important, that in medical emergency situations, members of the community don't panic and try to drive themselves to the hospital. Ambulance is aware of some cases recently where members of rural communities have driven critically ill children, relatives or even themselves in a critical condition, to hospital rather than waiting for an ambulance to arrive.

Time is not the only factor that should be considered. You can do more for the patient by staying calm, reassuring them, keeping their airway open, stopping life threatening bleeding and getting help, rather than moving them inappropriately.

Far too often ambulance paramedics hear patients say that they think they are wasting ambulance's time but this is not the case. Paramedics are highly trained health professionals who are there to help you when you are unwell.

### **Media Unit**

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Importantly,

- > Call Triple Zero (000 or 112 from mobile phones) and ***do not hang up the phone***. The call-taker needs to gather important information to help the Paramedics
  - > Learn First Aid – these vital skills may help you save the life of a friend or relative
  - > Keep a First Aid kit in your house and in your car
  - > Teach your children how to call Triple Zero (000 or 112 from mobile phones)
  - > If possible, when you call for an Ambulance, have someone wait outside your address to guide the Ambulance to the correct location
- Remember, in an Emergency, call Triple Zero (000 or 112 from mobile phones) and ask for an Ambulance.

**~ENDS~**

For further information or local media opportunities please contact Ambulance Media.

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