



## AMBULANCE FACT SHEET

### Calling an Ambulance

The emergency number in Australia is Triple Zero (000). Dialling Triple Zero (000) is the quickest way to get the right help from the NSW Ambulance in a medical emergency.



**For all medical emergencies dial Triple Zero (000) immediately and ask for Ambulance**

#### CALLING TRIPLE ZERO (000)

- Calls to Triple Zero (000) are free and can be made 24 hours a day, seven days a week from any landline, pay phone or mobile phone.
- When calling Triple Zero (000), a Telstra operator will ask which service you require – police, fire or ambulance.
- Ask for AMBULANCE.
- You will be connected to an ambulance control centre.
- The call taker will ask you a standard set of questions to help us organise the most appropriate service as quickly as possible.
- Stay calm. Speak slowly and clearly.

#### QUESTIONS ASKED BY THE CALL TAKER

- What is the exact address of the emergency?
- What is the phone number you are calling from?
- What is the problem, tell me exactly what happened?
- How old is s/he?
- Is s/he conscious?
- Is s/he breathing?

Answering these questions to the best of your ability ensures we have the most accurate information about the patient's condition and can assess the situation quickly.

#### WHAT HAPPENS NEXT

- Do not hang up
- The call taker may ask you additional questions and can also provide further assistance and/or medical advice depending on the emergency.

- If you have a life-threatening injury or illness, paramedics will be sent immediately.
- If you require medical assistance but do not have a life-threatening injury or illness, paramedics will be sent as soon possible.
- If you do not require onsite medical assistance, your call may be transferred to a registered nurse who can provide you with over-the-phone advice and direct you to alternate healthcare providers.

**Remember ambulances are available for saving lives and are not taxis. Calling an ambulance for non urgent conditions could cost someone their life.**

#### TIPS FOR CALLING TRIPLE ZERO (000)

- It is important to teach children how to call Triple Zero (000) as well as their name, address and phone number.
- If calling from a house, unit, flat or business address, ensure that the building number is clearly visible from the street.
- If you are in a hard to find location have someone wait outside the building/location to wave the ambulance down or leave the front light on at night.
- If you live in a rural area or an area difficult to find, remember landmarks such as 'yellow house with blue picket fence' for example.
- Make it a habit to note street names of places you frequent such as shops, schools, parks, restaurants, clubs and sporting grounds. This could assist you to give more detailed information.
- If travelling on a motorway or on a rural road, identify the direction you are travelling and the last exit or town you passed through.