Help us to help you

There are a number of ways you can help us to help you when you dial 000 in an emergency. Please note the following recommendations so you are prepared for a medical emergency.

Don't hang up!
Stay on the phone as additional questions will then be asked by the operator who will provide further assistance or instructions depending on the situation.

Have your details ready
It is important for adults and children to know how to call 000 and provide personal information such as name, address and phone number both for home or holiday locations.

Give clear directions
If you live or holiday in a rural or difficult to find area, remember landmarks, such as 'yellow house with blue fence'. Have someone flag us down or leave a front light on at night.

While waiting for an Ambulance
Collect any patient medications together to place in the medications bag that will be supplied by the paramedic. Have this brochure with the patient's medical history details ready.

A message for motorists
When you hear the siren or see the flashing lights, don't panic or break traffic rules which can create difficulties for Ambulance and other motorists. Instead, just move safely to the left.

Additional information

Please provide any additional information about your medical history that may assist paramedics to treat you in an emergency.

This information is made available as a guide only on the understanding that the Ambulance Service of NSW shall have no liability arising by reason of any person using or relying on the information and whether caused by reason of any error, negligent act, omission or misrepresentation in the information or otherwise.

Thanks to Narooma Ambulance Station staff for providing this brochure concept.

Ambulance Service of New South Wales

excellence in care

Personal Health Diary
and Guide to Calling an Ambulance

Calling an Ambulance

In a medical emergency dial 000 and ask for Ambulance. Please note the following points so you are prepared should an emergency situation arise.

OUR RESPONSE STARTS AS SOON AS YOU CALL

> When you dial 000 for a medical emergency an operator will ask which service you require: Police, Fire or Ambulance. Ask for Ambulance.

> You will be asked a standard set of questions by the operator which will assist us in responding an ambulance to you as quickly as possible.

> Stay calm and speak slowly.

INFORMATION NEEDED BY 000 CALL TAKERS

> 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?

Once you have answered these questions, the most appropriate ambulance resource will be dispatched.

Don't hang up until the operator has obtained the required information.

Personal Information

Please fill in this form and leave it in a prominent position such as on the fridge or next to your telephone as these are the areas an ambulance officer will look first.

Last name:

First name:

Middle name:

Date of birth:

Home address:

Pension No:

Medicare No:

Health Fund:

Name of contact person in an emergency:

Phone number of contact person:

Home:

Mobile:

Medical History

Record the details of your medical history, allergies and medications including details of any previous or on-going conditions (eg Angiogram 2002). Always keep this information up to date.

Medical conditions:

Allergies:

Medications:

☐ Tick this box if you have provided more information overleaf.