



IN A MEDICAL EMERGENCY DIAL 000 AND ASK FOR AMBULANCE

- 1 **Call 000**
 - 2 **If a medical emergency ask for AMBULANCE**
 - 3 **Answer the standard set of questions**
 - **What is the exact address of the emergency**
Provide as much detail about the location as possible
 - **What is the phone number you are calling from**
Give a number that we can call you back on
 - **What is the problem, tell me exactly what happened?**
Give as much information as you can
 - **How old is s/he?**
 - **Is s/he conscious?**
 - **Is s/he breathing?**
- Remain calm. Do not hang up until the operator has obtained the required information.**
- Note: Once you have answered these questions the first available ambulance will be dispatched. Additional questions will then be asked by the operator who will also provide further assistance or instructions depending on the situation.
- 4 **Advise centre management security you have called ambulance**
 - 5 **Have someone wait at front entrance or entrances/s to direct the ambulance officers to the patient**
 - 6 **Ensure access to elevators/ fire stairs/ car parks and first aid rooms in case they are required**
 - 7 **Keep lines of communication open – eg mobile phones or two way radios**
 - 8 **If possible clear a pathway to allow the ambulance to get close to the patient**

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.

