



What happens when you call **999**



- When you call **999** someone will answer the phone and ask you **which service do you want?**

- Say **ambulance**

- They will put you through to talk with someone at the **ambulance control centre**

The person will ask you...

1. What's the **address of the emergency?**



THIS MEANS:

What is the address where help is needed?



2. Can you verify the **telephone number** you are calling from?

THIS MEANS:

What is the number you are calling from?



3. What's the **problem**? Tell me exactly **what's happened**?

THIS MEANS:

What is wrong with the person you are calling about?



4. Are you **with the person** now?



5. How **old** is he or she?



6. Is he or she **conscious**?

THIS MEANS:

Is he or she awake?



7. Is he or she **breathing**?



- The person may ask you some **other questions**
- Try and answer them as **best you can**

The person will listen to what you say and then decide if you need an ambulance



- If it is an **emergency** they will send an **ambulance**



- Before the person ends the phone call they will ask you for **your name**



If you do not need an ambulance they will tell you what to do

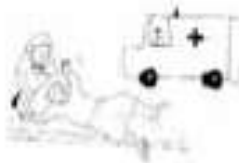
If an ambulance is coming...



- Stay **calm**



- Phone **999** again if the person gets more ill



- **Stay** with the person until the ambulance arrives



- Pick up their **medication** if you can



- Find out the name of the person's **doctor** if you can



- Put **pets** somewhere safe where they will not be in the way



- Open the **door** and **wave** to the ambulance when it comes