



AmbulanceVictoria



How to get help for a health emergency

Ambulance Victoria



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

About this book



AmbulanceVictoria

This book is from Ambulance Victoria.



We help people who

- are in Victoria
- have a **health emergency**.



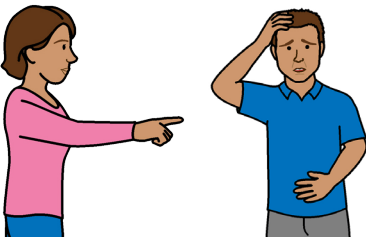
A health emergency is when someone needs fast medical help.

The person who needs help is called the **patient**.



The patient could be

- you
- someone else.



This book is about how to get help for a health emergency.

Do you have a health emergency right now?



If you or someone else needs help right now

- call **Triple Zero**, 000
 - Triple Zero, 000 is an emergency phone service



- ask for an **ambulance**.



You can ask for an interpreter if you speak a language other than English.

Call 000



If someone needs help right now and you need help to speak or listen use the National Relay Service.



Call 106

The person on the phone will call Triple Zero, 000 with you.

What can be a health emergency?



There might be a health emergency if

- the patient has a lot of pain



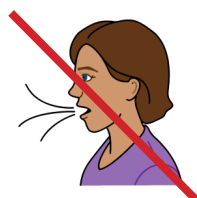
- a part of the patient's body stops working or feels numb
 - .for example, their face, arm or leg.



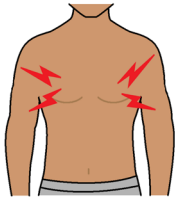
- the patient has trouble breathing



- the patient is breathing but is **not** waking up



- the patient stops breathing.



A health emergency can also be things like

- pain in the chest



- a bad burn

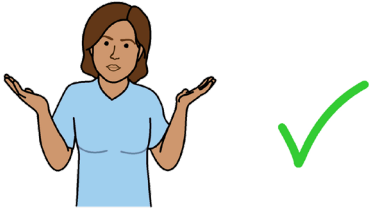
- a bad injury



- serious mental health problems.



You can call Triple Zero, 000 if you have a health emergency



You should call Triple Zero, 000 even if you are **not** sure if your problem is a health emergency.



You can call Triple Zero, 000

- from a landline phone



- from a mobile phone



- from a smart watch



- from a payphone

- by pressing your medical alarm



- from the internet.

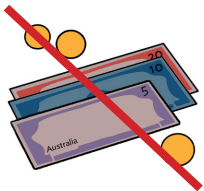


If you want to call Triple Zero, 000 from a mobile phone

You might be able to call Triple Zero, 000 with a mobile if



- the phone has no signal
 - for example, if you are far away from the city



- there is no **credit** on the phone.

Credit means money you pay to call and text.



Some mobile phones let you call Triple Zero, 000 even if the phone is **locked**.

Locked means you need to type a special code into the phone to use it.



Contact your mobile service to find out if you can call Triple Zero, 000 when your phone is locked.

What happens when you call Triple Zero, 000?



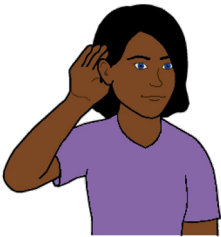
When you call Triple Zero, 000 you **must**

- keep calm



- stay on the phone and do **not** hang up

- listen to the **call taker**.



A call taker is a person who answers the phone when you call Triple Zero, 000.



Tell the call taker if you need time to communicate.



The call taker will give you time.

You will need to answer some questions

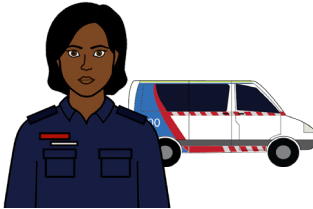


The call taker will ask if you need

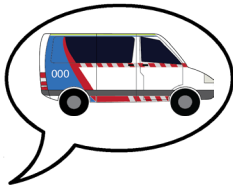
- police



- fire



- ambulance.



You need to say **ambulance**.

The call taker will ask what state you are in.



You need to say **Victoria**.

The call taker will connect you to a call taker from Ambulance Victoria.

A new call taker will ask you where you are



1 If you want help to find your location

If you have a smart phone you can use a free app called **Emergency+**.

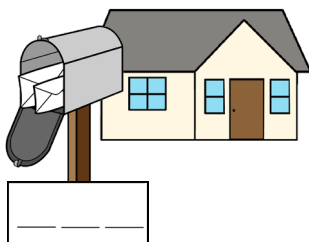


When you open the app there are 3 words you can say to help the call taker know where you are.



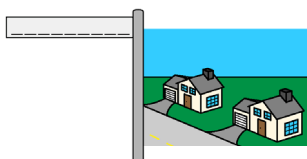
There is more information about the app at the end of this book.

2 If you are at a house



Tell the call taker

- the house number



- the street name

- the suburb or town.



3 If you are at a public place

The call taker will ask you the name of the public place.



For example, the name of

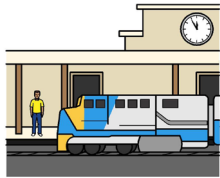
- the building



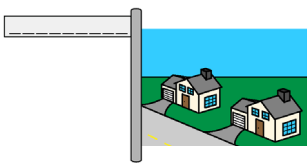
- the park



- the beach



- the train station



- the street or road.

The call taker might ask you what you can see.

4 If you speak in a language other than English

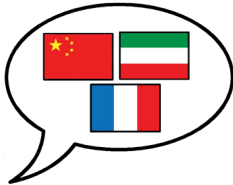


In English, tell the call taker

- the address where you are



- that you **need an interpreter**



- the name of the other language you speak.



Wait on the phone.



An interpreter will join the phone call with you and the call taker.

The call taker will ask you more questions



The call taker will ask you

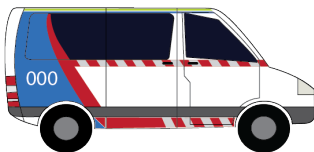
- what has happened
- why you need help.



The call taker will ask you things about the patient.



It is ok if you do not know all of the answers.



The call taker will

- get help for you while you are on the phone
- tell you what to do.





The call taker might ask you for

- your name



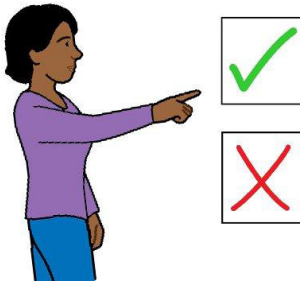
- your phone number.

You can choose if

- you want to give your information

or

- you do **not** want to give your information.

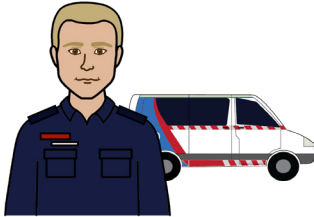


If you give your information it can make it easier for the ambulance to find you.

What help will you get?



The call taker will help you get the right support.



The right support could be an ambulance with **paramedics**.

Paramedics are health workers who help patients in an emergency.



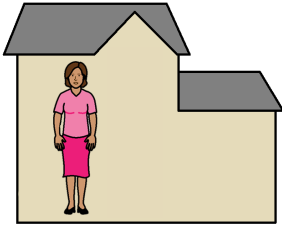
The right support could also be

- another type of transport, like a taxi



- other types of help.

How can you get ready if an ambulance is coming to you?

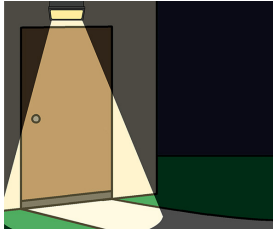


If you are at home you can do some things to get ready.

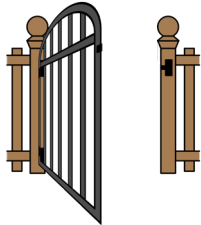


If it is dark you should turn on the lights

- inside your house

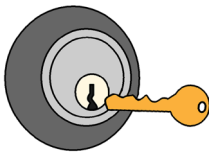


- outside your house.

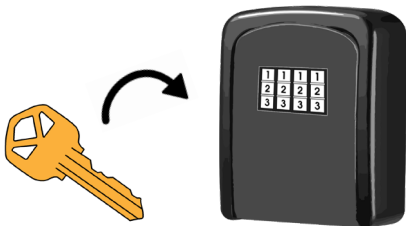


You should unlock

- the front gate to your house

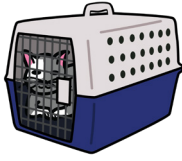


- the front door to your house.



If you **cannot** get to your door and you have a **key safe**, tell the call taker the code.

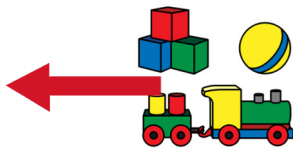
A key safe is a locked box near the door with your key in it.



Put your pets in a safe place.



Make it easier for the paramedics to get to the patient.



For example, move

- toys



- bikes



- tools.



To get ready before you might need an ambulance, make sure people can see your house number on

- your letter box



- your house.

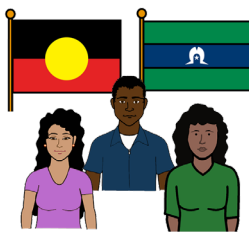
What if the call taker says you do not need an ambulance?

1 Another call taker might help you get other help on the phone



Other support on the phone could be with

- a nurse
- a mental health worker
- an Aboriginal health service
- the **Victorian Virtual Emergency Department**.

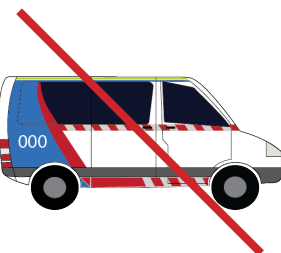


The Victorian Virtual Emergency Department has doctors and nurses who can help if you

- have a health emergency

and

- do **not** need an ambulance.



2 The call taker might help you to go to a support service



A support service could be

- a doctor



- a pharmacy

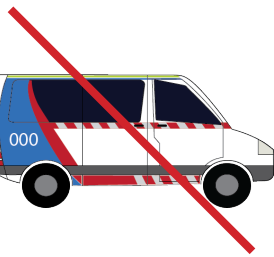


- an **urgent care clinic**.

An urgent care clinic has doctors that can help if you

- have a health emergency

and



- do **not** need an ambulance.



More information

For more information about calling Triple Zero, 000



AmbulanceVictoria

Go to the Ambulance Victoria website.



Website ambulance.vic.gov.au/community/education/calling-an-ambulance

Go to the Triple Zero, 000 website.



Website triplezero.vic.gov.au



For more information about calling Triple Zero, 000 in a language that is not English

Go to the Triple Zero, 000 website.



Website triplezero.vic.gov.au/language-options



For more information about getting the right help for your health problem

Go to the Better Health website.



Website

betterhealth.vic.gov.au/find-right-care



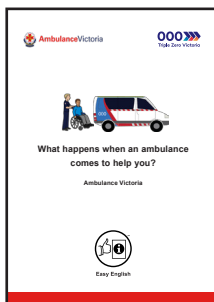
If you want to download the Emergency+ app on your mobile phone

Go to the Emergency App website.



Website emergencyapp.triplezero.gov.au

You can read about what happens when an Ambulance comes to help you in our other book.



If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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