



GIG  
CYMRU  
NHS  
WALES

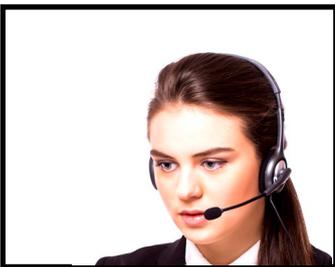
Ymddiriedolaeth GIG  
Gwasanaethau Ambiwllans Cymru

Welsh Ambulance Services  
NHS Trust



# Welsh Ambulance Services

## What happens when you call **999**



When you call 999 for an ambulance, someone will answer the phone and ask you...

**Which service do you want?**



**say ambulance**

They will put you through to talk to someone at ambulance control .



Ambulance Control need to ask you questions, to find out what has happened and to give you the right help.

Stay calm and answer as best as you can.



The person at ambulance control will ask

**What is the address of the emergency?**

This means

**What is the address where help is needed?**

They will ask you to tell them the address again, to make sure they get the address right.



## What is the **telephone number** you are phoning from?

Tell them the telephone number of the phone you are using.

They may ask you to tell them the telephone number again.



If you are calling about someone else they will ask you

## Is the patient **awake**?

The **patient** is the person you are calling about.

**Is the person you are calling about awake?**



## Is the patient **breathing**?

This means

**Is the person's chest going up and down?**



## OK, tell me **exactly what has happened.**

This means

**What is wrong with the person you are calling about?**



## Are you **with the patient now**?

Are you with the person now?



## How old is the patient?

Tell them how old the person is, if you know.



They may ask you some **other questions**.

Try to answer as best as you can.

It is ok to say if you don't know an answer, or if you don't understand.



**Ambulance Control will listen and tell you if you need an ambulance.**

If it is an emergency, they will send an ambulance.

A paramedic or nurse might phone you back.



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



Before they end the call, they will ask you

**What is your name?**

Tell them your name.



If you want to know what happens when an ambulance comes, see our leaflet...

**7 Important Checks**

# 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.



If the person has a **Health Profile**,  
show it to the Ambulance crew.



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.