

## Who will be sent to you?

In life threatening emergencies, people tend to expect an ambulance crew to arrive.



However NIAS makes effective use of Rapid Response Paramedics who will arrive alone in a car. These vehicles are equipped with the vital life-saving equipment that may be needed in an emergency. The car can get to the scene more quickly and allow the Paramedic to deliver treatment in a more timely manner.

An ambulance may also be sent to provide further support to the Paramedic and to transport the patient to the Emergency Department if required.



## What happens after the arrival of the Paramedic?

After assessing, and possibly providing treatment to, the patient the Paramedic may decide that:

1. Further treatment is required at the Emergency Department and that ambulance transport is required
2. Further treatment is required at the Emergency Department but that ambulance transport is not required
3. No further treatment is required and the patient may remain at home
4. The patient may be referred to another healthcare professional within Health and Social Care e.g. GP or District Nurse
5. The patient may be referred to a specialist and more appropriate treatment centre within Health and Social Care.



Northern Ireland Ambulance Service  
Health and Social Care Trust



**REMEMBER...**  
**KEEP AMBULANCES FOR**  
**REAL EMERGENCIES**

For more information, please visit our website  
[www.nias.hscni.net](http://www.nias.hscni.net)  
Contact us at: NIAS HQ, Knockbracken Healthcare  
Park, Saintfield Road, Belfast BT8 8SG  
Tel: (028) 9040 0999 Textphone: (028) 9040 0871  
Email: [info@nias.hscni.net](mailto:info@nias.hscni.net)

**Calling 999**

**and using our services**

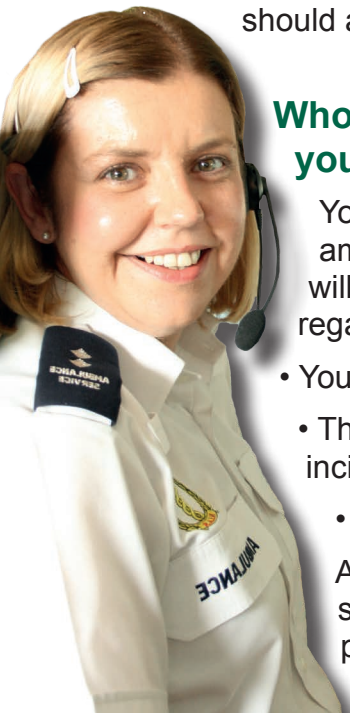
## Calling 999 or 112

**Emergency ambulances should be kept for real emergencies where lives are at risk.**

Before calling 999 or 112 you should ensure that your condition, or that of the person you are phoning on behalf of, could not be better treated by self-care, pharmacy advice, GP advice or self-referral to the Emergency Department.

## Who should you call?

In a serious accident or emergency where you need ambulance assistance, you should call 999 or 112 and when asked by the operator which service you require you should answer **"ambulance"**.



## Who will speak to you?

You will be connected to ambulance control who will ask you questions regarding:

- Your telephone number
- The location of the incident
- The nature of incident.

An ambulance will be sent to you as soon as possible, if appropriate.

## What if English is not your first language?

If English is not your first language, the Ambulance Service can quickly bring a qualified interpreter into the call to enable better communication.

## How are you prioritised?

The person on the phone will ask you more questions to determine the seriousness of your situation and the urgency of response required.

Calls in Ambulance Control are prioritised based on clinical need with the most immediate response sent to those whose clinical need is greatest.

## What if an ambulance is not the best option for you?

It may become evident from the information provided that an emergency ambulance is not actually required immediately to deal with your situation. In such circumstances, Ambulance Control may pass you through to a clinician in the Control Centre who will give you advice relating to the treatment of your condition.

On occasions, Ambulance Control may signpost you to a more appropriate service within Health and Social Care to deal with your need as an alternative to attending the Emergency Department.



## What can you do while waiting on the ambulance?

Depending on the situation, the call-taker may stay on the line with you to give you practical advice while you wait for the ambulance to arrive. This advice may include actions to take to:

- Position the patient
- Clear the patients airway
- Stem blood loss
- Perform CPR (Cardiopulmonary Resuscitation)
- Prepare for the arrival of the ambulance