

WHAT IS THE NUMBER 1-1-8

- 1-1-8 is the reference number where to call for help in situation of emergency/urgency*.
- The number 1-1-8 connects the citizen with an Operation Headquarters which receives calls, evaluates the seriousness of the situation and, if necessary, sends staff and emergency vehicles most suitable for the situation. The headquarters will manage the first aid from the place of the event to the most suitable hospital.
- 1-1-8 is a free number and is active across the entire national territory, **24 hours a day**.
- The number 1-1-8 can be called from any telephone (landline or mobile phone). Mobile phones can make calls to the emergency services (118, 112, 113, 115) even when they have no credit. In the case of calls from phone boxes, coins or phone cards are not necessary.

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Emergency

1. Statistically not very frequent
2. Involves one or more patients
3. There is an immediate risk of death
4. Requires therapeutic and life-saving interventions immediately or as quickly as possible.

Urgency

1. Statistically more frequent
2. Involves one or more patients
3. There is no immediate risk of death
4. Requires therapeutic interventions in a short time.