

WAITING FOR THE EMERGENCY SERVICES

What to do

- Follow the instructions provided by the 1-1-8 staff.
- Cover the patient and protect him/her from the environment.
- Encourage and reassure the patient.
- In case of accident, do not hinder the arrival of the emergency services and signal the danger to passers-by.
- Carefully unfasten tight garments (belt, tie) to facilitate breathing.

What not to do

- DO NOT panic.
- DO NOT move the traumatized person unless this is strictly necessary as a result of danger within the surrounding area (gas, fire, immediate risk of a building collapsing, etc.).
- DO NOT give the person food or drinks.
- DO NOT allow them to take medicines.

IMPORTANT

NEVER use the line you used to call the emergency services: you may be called at any time for additional information or instructions.

WHEN NOT TO CALL THE NUMBER 1-1-8

- For all situations that are not considered urgent.
- To ask for specialist medical advice.
- To ask for general health service information: working hours, booking of specialist examinations or diagnostic tests, information on chemist's open on a holiday.