

# Calling 999



## Key action:

**Call 999 in an emergency and be as accurate as you can when answering their questions.**

## Recognise what to do:

Someone is ill or injured and needs urgent medical help.

## Steps to take:

Call 999.

Listen to the call handler and answer their questions as accurately as you can.

If possible stay with the person who needs help while waiting for the ambulance.



## Supporting knowledge:

As soon as you call 999 you have a team of people to help you:

- The ambulance is on its way.
- The emergency call handler can advise you on the action to take.