

Guide for Ambulance Services



Please call “119” when you need an ambulance service

This guide explains how to use ambulance services in Japan and what you should note when you use it.

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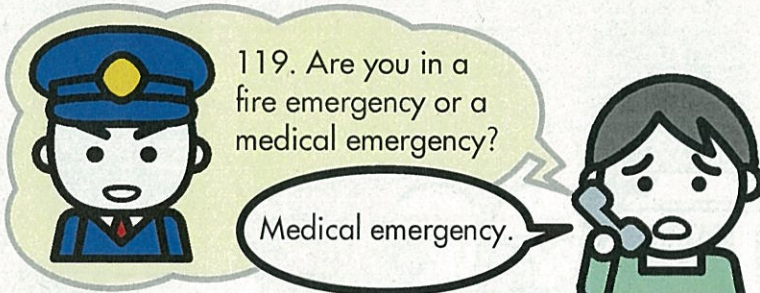
※The ambulance service is available for anyone in Japan.

How to call an ambulance

After receiving the 119 call, the dispatcher will ask you some questions needed for an ambulance dispatch. If the situation is serious, the ambulance will be dispatched before all these questions have been asked.

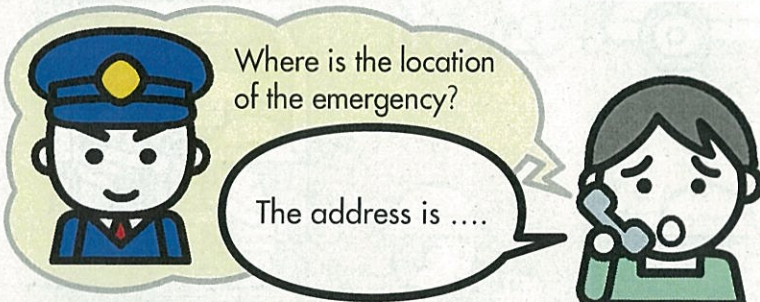
※ Please ask them to help you call if there are people who speak Japanese around you.

Please stay calm and answer slowly.



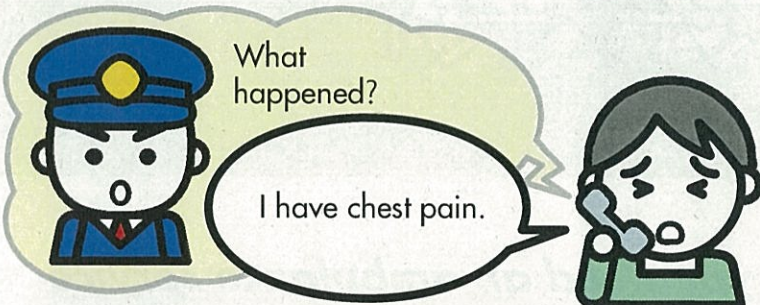
1 Tell the dispatcher you are in a medical emergency.

When you call 119, first tell the operator you are in a medical emergency. You can call 119 by the mobile phone, PHS, fixed telephone or the public telephone.



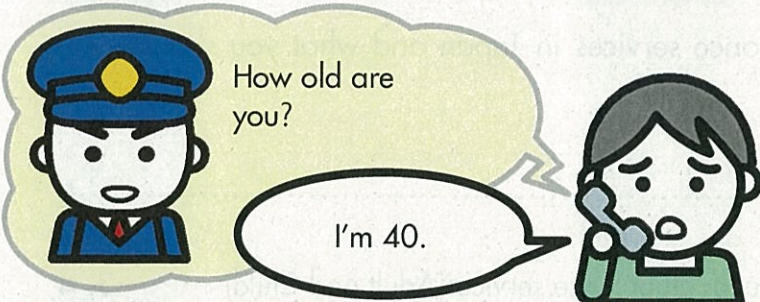
2 Tell the operator the location of the emergency.

Please tell the place where you are. If you do not know the address, describe a nearby building or intersection as a landmark.



3 Tell your symptoms.

Tell your symptoms and when they started.



4 Tell your age.

If you are not the patient, rather just calling for others, tell the operator how old he/she is or looks.



5 Give your name and contact details.

Give your name and a phone number, so that you could be reached even after the 119 call ends.

The crew may contact you if they cannot find your location.

※ In addition to this, the dispatcher may ask you more details and information about your or the patient's medical condition. Please give them as much information as possible.

※ The above illustrated flow is one of the most common cases of communication with the "119" operators.

Do not hesitate to call an ambulance if you have any of the following conditions.

Adult

Face

- Have difficulties in moving or feel numbness in half-side of your face
- Facial asymmetry on smiling
- Slur of your words or improper speech
- Have difficulties in seeing
- Double vision
- Obviously looks sick



Head

- Sudden severe headache
- Sudden high grade fever
- Severe dizziness requiring help to stand

Chest and back

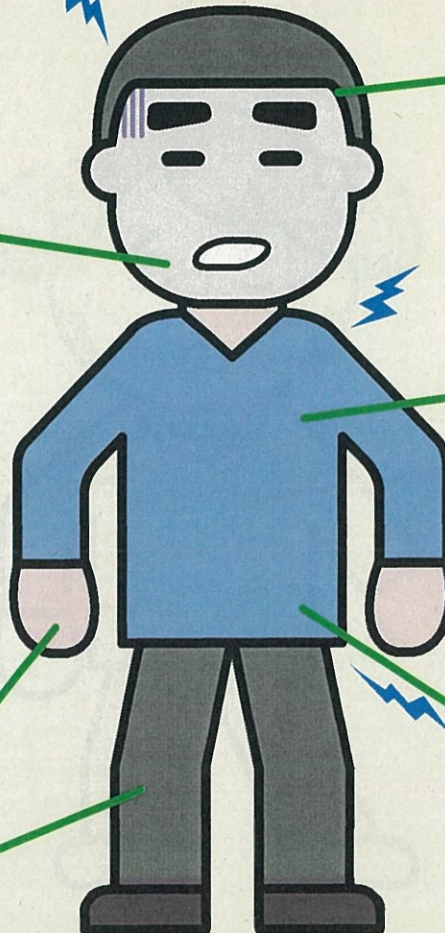
- Sudden severe pain
- Sudden shortness of breath or difficulty in breathing
- Feeling compression in your chest for a few minutes
- Migrating pain

Stomach

- Sudden severe abdominal pain
- Continuous severe abdominal pain
- Vomiting of blood
- Blood in stool

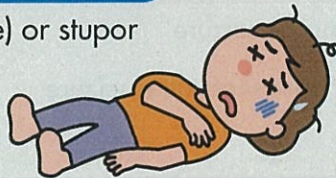
Arms and legs

- Sudden numbness
- Sudden weakness of your leg and/or arm on one-side



Abnormal mental status

- Unconscious (no response) or stupor
- Exhaustion



Nausea

- Severe nausea with cold sweats

Seizure/Convulsion

- Continuous convulsion
- Unconscious even after termination of convulsion



Swallowing

- Dyspnea with food getting stuck in the throat
- Unconsciousness after swallowing something



Trauma / Burn

- Trauma with massive bleeding
- Extensive burn

Accident

- Traffic accident with high energy impact
- Near drowning
- Falls from a high place

○ **Any other situation in which the patient's condition is abnormal or unusual.**

Do not hesitate to call an ambulance if you have any of the following conditions.

Child (under 15 years old)

Face

- Blue lips
- Obviously looks sick

Chest

- Violent cough and/or wheezing
- Weak breathing

Arms and legs

- Rigidity of legs and/or arms



Head

- Complains headache with convulsion/seizure happening
- Continuous bleeding, loss or abnormality of consciousness and abnormal mental status due to strongly hitting head on something

Stomach

- Severe diarrhea or vomiting, not eating or drinking, abnormal mental status
- Suffering from strong stomach pain
- Continuously vomiting
- Bloody stool

Abnormal mental status

- Unconscious (no response) or stupor

Seizure

- Continuous seizure
- Unconsciousness after seizure

Swallowing

- Unconsciousness after swallowing something

Urticaria

- Whole body urticaria and pallor of the face after insect bite



Burn

- Severely painful burn
- Extensive burn

Accident

- Traffic accident with high energy impact
- Nearly drowning
- Falls from a high place

Baby under 3 months old

- Something wrong with a baby

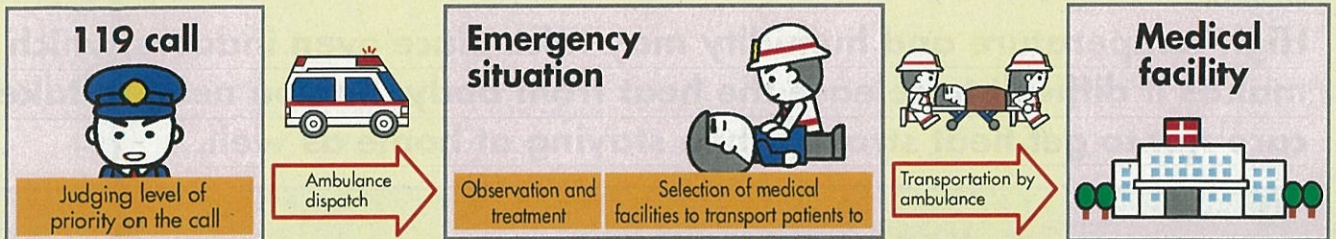


○ In the case that parents find the children's condition abnormal or unusual.

Some tips for calling an ambulance

Dial **119** to call an ambulance

Emergency transport system by ambulance (from 119 call to medical institution)

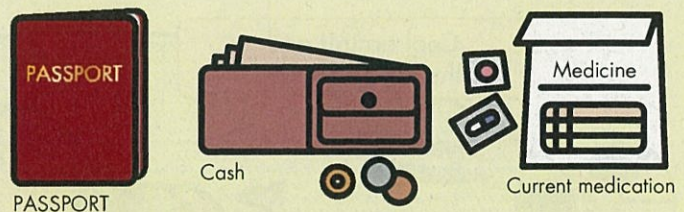


If you can ask people on site, send them out to the place where the ambulance is due to arrive. This will help the ambulance crew reach you more quickly.



It is helpful if you can **prepare the following things** when calling an ambulance.

- Passport
- Cash/Credit card (to pay at the hospital)
- Current medication



When the ambulance arrives, **tell the ambulance team the following information.**

- The conditions under which the accident or illness occurred
- Any changes before the ambulance arrived
- Most painful symptoms
- Past history of sickness
- Current medication

A checklist form for providing information to the ambulance team:

- Illness is ●●●
- Regular medication is ■■■

※ It is useful to have a note of your current medical status in hand.

<For Your Information> How to Prevent Heat Stroke

It is so humid and hot during summer in Japan, and temperature sometimes exceeds 35°C(95F). As a result, **more than 40,000 people** are urgently transported to hospitals for "heat stroke" every year. You should take enough cares before you get heat stroke.

What is Heat Stroke?

The symptoms of heat stroke are high body temperature, dizziness, malaise, seizure and abnormal mental status. Since high temperature breaks a balance of water and salt(sodium) in your body, you can't control your body temperature and you get heat stroke.

High temperature and humidity may take place even indoors, which makes it difficult to release the heat from body. So you need to take care not to get heat stroke when staying at home as well.

The points of heat stroke prevention

- ☺ Check the temperature in your room frequently!
We recommend you put a thermometer in your room.
- ☺ Use an air-conditioner or fan to keep the room temperature under 28°C! (82F)
- ☺ Drink water even when you are not so thirsty!
- ☺ Dress in cool and loose clothes and use sunshade goods when you go out!
- ☺ Take an enough rest and do not work too hard!
- ☺ Eat balanced meals and build up healthy condition!



+ First Aid for Heat Stroke +

- + Move patients to a cooler space, loosen their clothes, and lay them down.
- + Turn on an air-conditioner and send the wind by fan to cool down their body.



※ In the case of having a chronic disease or being a child, please consult your home doctor to get an advice about heat-stroke prevention.

Please call an ambulance without hesitation under these conditions.

※ Please ask them to help you call if there are people who speak Japanese around you.



- When you cannot drink water or move by yourself for feeling a strong weakness or languor.
- When you find people who have symptoms such as no (or unstable) consciousness or convulsions over the entire body.