



Calling an ambulance?

Healthcare professionals should use **0800 262 665**

Urgency	Examples include but are not limited to (clinical judgement is required)	Response and other info
Immediately life threatening. 0800 262 665 Press 1	<ul style="list-style-type: none"> › Cardiac arrest › Severe shortness of breath › ST elevation myocardial infarction (STEMI) › Severe shock › Unconscious › Acute stroke (onset within 3 hours). 	<ul style="list-style-type: none"> › Prioritised like a 111 call. › Next available ambulance will respond under lights and sirens. › This may result in an ambulance being taken off another incident.
Urgent but not immediately life threatening. 0800 262 665 Press 2	<ul style="list-style-type: none"> › Moderate shortness of breath › Chest pain without STEMI › Altered level of consciousness › Abdominal pain with abnormal vital signs › Limb injury with significant deformity. 	<ul style="list-style-type: none"> › Next available ambulance at road speed if no life-threatening incidents waiting. › Crew may elect to upgrade if they anticipate response delays, for example caused by traffic.
Not urgent – safe to wait. 0800 262 665 Press 2	<ul style="list-style-type: none"> › Mild shortness of breath › Limb injury without compromise › Infection without systemic signs › Abdominal pain with normal vital signs. 	<ul style="list-style-type: none"> › An ambulance will be dispatched as soon as one is available. › Where safe to do so these patients should be encouraged to take private transport.



**Hato Hone
St John**