

Information for calling the Emergency Services

Always call 112 if someone is seriously ill or injured, and their life is at risk. On dialling 112 you will be put through to the control officer of the nearest ambulance (Rettungsdienst) and fire service (Feuerwehr). If the police (Polizei – emergency call 110) is needed too, the control officer can pass on messages to the police. Please keep in mind that the German control officer might have difficulties in speaking English, so please talk slowly and try to stay calm.

- The control officer will need the following information when you call:
- Your name (Name)
- The address (Adresse) where you are
- The phone number (Telefonnummer) you are calling from
- What has happened

As soon as they know where you are, they can send help to you.

You will be asked to give some extra information, including:

the patient's name (Name), Age (Alter), Sex (Geschlecht) and medical history (Anamnese) if appropriate; whether the patient is conscious (bei Bewusstsein), breathing (atmet) and if there is any bleeding (Blutung) or chest pain (akuter Brustschmerz), if a woman is pregnant (schwanger) and in labour (Wehen); and details of the injury (Verletzung) and how it happened (Wie ist es geschehen?).

Name (Name):	Age (Alter):	Female (weiblich)/ Male (männlich):
Road/Street(Strasse):	No (Nummer):	
Phone nr (Telefonnummer):	I.D. number (I.D Nummer):	Town/Village (Ort):

Examples of medical emergencies (Beispiele von Notfällen)

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|---|---|
| A. Unconscious (bewusstlos) | B. Difficulty in breathing (Atemnot) |
| C. Bleeding (Blutung) | D. Chest pain (akuter Brustschmerz) |
| E. Pregnancy (Schwangerschaft) | F. In labour (Wehen) |
| G. Fitting (Krampfen) | H. Allergic reaction (allergische Reaktion) |
| I. Injury (Verletzung) | K. Burns/scalds (Verbrennung/Verbrühung) |
| L. (Near) Drowning [(Beinahe-) Ertrinken] | M. Road traffic accident (Verkehrsunfall). |

The extra information also helps them to make sure that they send the most appropriate help to you:

Level (One) – 1	Emergency Ambulance (Rettungswagen), Paramedic
Level (Two) – 2	Emergency Ambulance, Paramedic + Emergency Doctor (Notarzt)