

Get the facts:

# What to expect when calling 911 for a health emergency

## *For temporary and foreign workers*

### If you have an emergency, call 911 immediately.

#### **During the 911 call: Answer the questions to get help**

- A 911 call taker will ask: "911 - police, fire, or ambulance?" For a medical emergency, say "ambulance." Your call will be transferred to ambulance dispatch. Do not hang up.
- A 911 ambulance call taker will ask questions to get you help. If you need a translator, say the language you speak. Your call will be transferred to a translator. Do not hang up.

#### **911 ambulance call takers ask questions to understand the emergency and your location:**

- What is the medical emergency?
- What is the address of the emergency (city, town, street name, house or residence number)?
- Where are you located (field, cabin, barn, bunk house)?
- What is your telephone / cell phone number?
- Do you need a translator? If yes, what language do you communicate in?

Answers help call takers decide what help to send out.

Follow their instructions until help arrives.

#### **After the 911 call: If you are safe, stay where you are**

- An ambulance with paramedics is on its way to help you. Do not leave the location if it is safe.
- If your call was about another person, meet the paramedics when they arrive and take them to that person.
- Paramedics will complete a medical assessment. They may give a treatment and then transport the patient to a hospital or health care facility.

#### **If a medical emergency occurs at work, call 911 and use the following information:**

**Address:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Intersection:**

\_\_\_\_\_  
and \_\_\_\_\_

**The language I speak is:**

\_\_\_\_\_