

Waiting for the emergency services

What to do

- Follow the instructions provided by the 1-1-8 staff.
- Cover the patient and protect him/her from the environment.
- Encourage and reassure the patient.
- In case of accident, do not hinder the arrival of the emergency services and signal the danger to passers-by.
- Carefully unfasten tight garments (belt, tie, etc.) to facilitate breathing.

What NOT to do

- Do not panic!
- Do not move the traumatized person unless this is strictly necessary as a result of danger within the surrounding area (gas, fire, immediate risk of a building collapsing, etc.)
- Do not give the person food or drinks!
- Do not allow the person to take medicines!

IMPORTANT





Never keep the line you used for the emergency call occupied. You may be recalled for additional information or instructions.

When NOT to call the number 1-1-8

- For all situations that are not considered urgent.
- To ask for specialist medical advice.
- To ask for general health service information, working hours, to arrange specialist appointments or diagnostic tests.

The Triage and the colour codes: the health traffic light

When arriving at the Accident and Emergency Department, trained nurses will triage/evaluate the patient's level of urgency and assign the patient a colour. The colour indicates the seriousness of the case and the priority of access to treatment. The priority does not depend on the arrival time.

-  **Code red:** very critical, danger of death, maximum priority, immediate access to treatment
-  **Code yellow:** critical, high level of risk, potential danger of death, treatment cannot be delayed
-  **Code green:** not very critical, no risk of condition worsening, treatment can be delayed
-  **Code white:** not critical, non-urgent patients



In cooperation with:

How to access emergency services

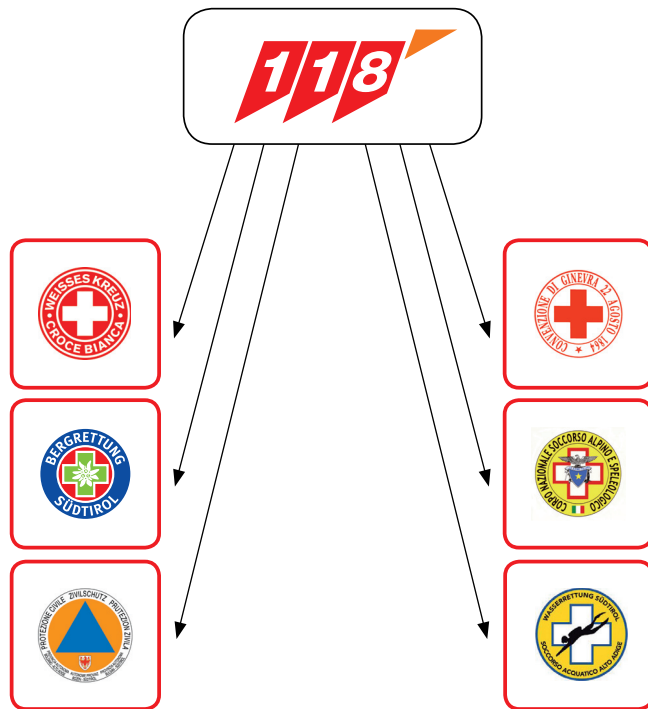


The number **118**

1-1-8 is the 24 hour emergency services telephone number for Italy.

Calls to 1-1-8 are free and can be dialed from any telephone (landline or mobile).

Mobile phones allow calls to emergency services even when they have no credit. Likewise, calls from phone boxes do not require coins or phone cards.



Calling the number **118**



When

In case of situations where there is a risk to a person's life or health.

How

- Dial 1-1-8
- Calmly respond to the operator's questions
- Provide the operator with your phone number
- Specify the location where the event is taking place (town, street, street number)

IMPORTANT

- Try to remain calm and answer all of the operator's questions. Remember, the operator's questions are important in getting the right kind of help to you quickly.
- At the end of the conversation make sure the receiver has been hung up correctly.
- To ensure correct processing of information each call will be automatically registered.

Accident and Emergency Department of a hospital

What is it

The Accident and Emergency Department of a hospital is the only place where the treatment of medical emergencies is guaranteed, i.e. pathological, spontaneous or traumatic conditions, which require immediate diagnostic and therapeutic interventions.

When to go

It is best to use the Accident and Emergency Department for acute and urgent problems that cannot be resolved by your General Practitioner (GP).



When NOT to go

- Do not go to avoid waiting lists in case of non-urgent specialist examinations.
- Do not go to obtain services that could be provided at your GP's practice.
- Do not go for convenience, out of habit, to avoid payment of the prescription charge.
- Do not go to obtain prescriptions and/or certificates.
- Do not go to obtain clinical controls for non-urgent situations.

IMPORTANT

Every unnecessary visit to the Accident and Emergency Department could lead to delays for people needing urgent care. The success of the Accident and Emergency Department depends on all of us!