

Guide for Ambulance Services

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



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- ◆ In case you need an ambulance, dial “119”.
- ◆ The ambulance service is available anytime and anywhere in Japan for free of charge.



Kyoto Kujo Hospital is open 24/7 for emergency medical help

TEL: 075-691-7121

Address: 〒601-8453 京都市南区唐橋羅城門町10
10 Rajomon-cho, Karahashi, Minami-ku, Kyoto-shi

How to call an ambulance

- The Number to call an ambulance is **119**.
- When you call 119, the dispatcher of the center will ask you the questions below 1-5.
- If the situation is serious, the ambulance will be dispatched before all these questions have been asked.
- **If you are worried about your Japanese, seek help from someone nearby who can understand Japanese.**
- **Please stay calm and answer slowly.**

1. Tell the dispatcher you are in a **medical emergency**.

- 119 handles both fires and emergencies, so be clear whether it's a fire or a medical emergency. .
- You can call 119 by the mobile phone, PHS, fixed telephone or the public telephone for free.



2. Tell the **address of where you want an ambulance to be dispatched**.

- Be sure to tell the name of the city. If you don't know the address, tell the nearest tall building, intersection, or landmark.
- The management number on a telephone pole, the control number of a traffic light, the management number on a sign, and the address displayed on a vending machine (soft drinks) can be used to tell the address. If you don't know the address, try to find these nearby.



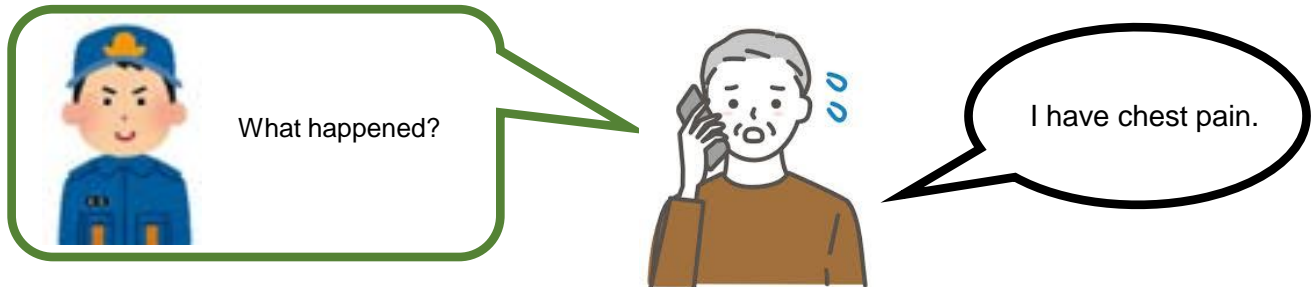
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3. Tell about **symptoms** of a person who is not feeling well

- Firstly, tell Who, How, What simply. Tell whether or not they are conscious or breathing.
- If there's multiple sick people or injured people, tell the number as well.
- In addition to that, they may ask about chronic illness and family doctor/hospital, detailed situation of time of collapse. Tell them what you know.



4. Tell **the age** of person who is not feeling well

- If you don't know, "60s", "about 30s or 40s", "elementary school student" roughly are fine.



5. Tell **your name and contact information**

- Provide a phone number that you can be reached at, such a mobile phone number. Please do not turn off the power even after the report is over, you may be asked for direction to the location.



Note:

- 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.

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Face

- Have difficulties in moving or feel numbness in half-side of your face



- Facial asymmetry on smiling
- Slurred speech
- Have difficulties in seeing/tunnel vision
- Double vision/blurred vision
- Pale face/looks sick

Head

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

Chest and back

- Sudden severe chest pain
- Sudden shortness of breath or difficulty in breathing
- Chest compression for a few minutes
- Pain that spreads from the chest to the neck, back, shoulders or one or both arms

Adult

Arms and legs

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

Abdomen

- Sudden severe abdominal pain
- Continuous severe abdominal pain
- Vomiting blood
- Blood in stool/black stool

Disturbance of consciousness

- Unconscious (no response) or semi-conscious
- Lethargy



Convulsion/Seizure

- Continuous convulsion
- Unconscious even after termination of convulsion

Nausea

- Severe nausea with cold sweats



Choking

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



Trauma / Burn

- Massive hemorrhage in trauma
- Extensive burn



Accident

- Traffic accident
- Drowning
- Fall from a high place

➤ In case the patient's conditions is unusual or different from usual.

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Face

- Blue or purple lips
- Pale face/looks sick

Head

- Headache with convulsion /seizure
- Continuous bleeding, loss of consciousness by hitting head

**Child
(under 15 years old)**

Chest

- Severe cough and/or wheezing
- Shortness of breath/breathing difficulty

Abdomen

- Continuous diarrhea or vomiting, unable to drink and eat, loss of consciousness
- Suffering from severe abdominal pain
- Blood in stool/black stool

Arms and legs

- Rigidity of legs and/or arms

Disturbance of consciousness

- Unconscious (no response) or lethargy

Urticaria

- Generalized urticaria with pallor face after insect bite



Convulsion/Seizure

- Continuous convulsion
- Unconscious even after termination of convulsion



Burn

- Severely burn
- Extensive burn



Choking

- Unconsciousness or breathing difficulty after swallowing some objects

Accident

- Traffic accident
- Drowning
- Fall from a high place



Baby under 3 months old

- Respond less than usual/something unusual

➤ In the case children's condition is unusual or different from usual.

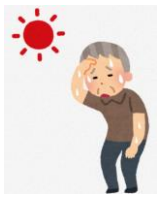
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How to Prevent Heatstroke



Summer in Japan is characterized by hot and humid weather and temperature exceeds 35°C(95F) or higher. Due to the extreme heat and humidity, heatstroke is a significant concern. **More than 40,000 people** are urgently hospitalized with "heat stroke" every year. To stay safe during this heatwave, it's crucial to prevent heat stroke.

What is heatstroke?

Heatstroke is a condition caused by your body overheating, usually as a result of prolonged exposure to or physical exertion in high temperatures.

The symptoms of heatstroke are high body temperature, dizziness, malaise, seizure and altered mental state or behavior.

You can get heatstroke indoors or outdoors. **You should prevent heatstroke when staying at home as well.**

Preventing heatstroke

- **Frequent intake of water and salt** : Intake of water and salt regularly **even you don't feel thirsty**.
- **Use Fans or Air Conditioning**: Ensure good air circulation.
- **Keep out of the heat**: Avoid going outside or strenuous physical activity during the hottest time of the day.
- **Take Breaks**: Rest in a cool place if you are engaging in physical activities.
- **Wear Light Clothing**: Wear light, loose-fitting clothes of natural materials. If you go outside, wear a wide-brimmed hat or cap and sunglasses.
- **Daily Health management**: Lack of sleep, physical deconditioning, drinking alcohol the previous day, not eating breakfast, fever due to cold, dehydration due to diarrhea, etc. may affect the pathogenesis of heat stroke. Be careful.



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First Aid for Heatstroke



- Move patients to a cooler space, loosen their clothes, and lay them down.
- Turn on an air-conditioner and fans to lower body temperature.



Place ice packs against the neck, under the arms, and in the groin area, where large blood vessels lie close to the skin surface, will help quickly cool down a victim of heatstroke.



Let the patients sips water little by little over an hour.



water

In case of a child or having a chronic disease, please consult with your home doctor to get advices about heatstroke prevention.

**Call an ambulance
if there are following warning signs of a medical emergency.**



- Unable to drink water
- Unable to stand and walk due to tiredness and weakness
- Loss of consciousness or generalized convulsions.

If you are worried about your Japanese, seek help from someone nearby who can understand Japanese.

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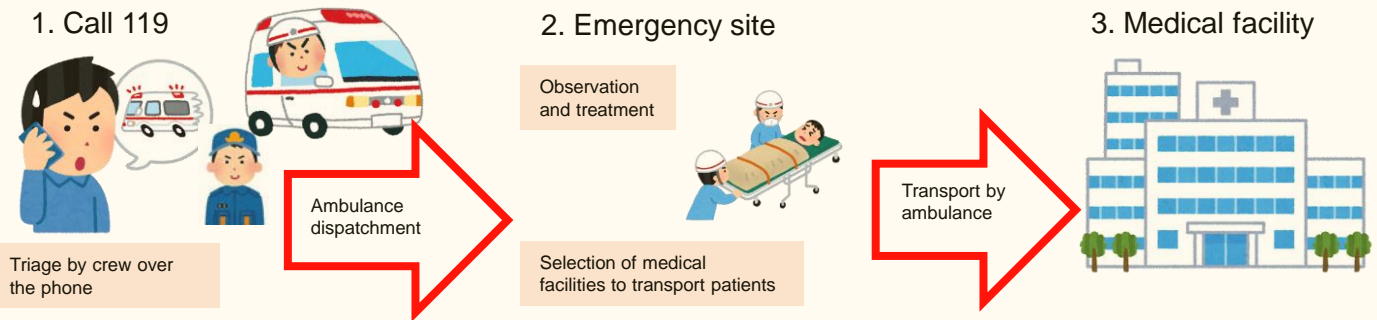
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Tips for calling an ambulance

Dial **119** to call an ambulance

Procedure of Emergency transport system by ambulance



Assist ambulance team to reach out to the place where the ambulance is due to arrive if there is enough manpower. This will help the ambulance crew reach you more quickly.



Prepare the following things when calling an ambulance if possible.

- Passport (Foreigner)
- Residence card (Foreigner)
- Insurance card
- Cash/Credit card (to pay at the hospital)
- Medications and medicine notebook



PASSPORT



Cash



Current medication

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

- The situation that led you unwell/ill
- Any changes before the ambulance arrive
- Main complaints/symptoms
- Chronic disease
- Current medication

A form with a decorative border containing the following information:

- My chronic disease is ●●●
- My past history is ▲▲▲
- Current medication is ■■■
- _____
- _____

※It is helpful for medical staff to grasp your health condition if you have health record/notebook with you (like example above)

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