

What happens when you call 112/999?



When you call 112/999, you are connected to an Emergency Call Answering Service Operator, who will direct the call to the appropriate Emergency Service e.g. Ambulance Service, Fire Service, An Garda Síochána, Coast Guard etc.



Once connected to the National Ambulance Service, you will speak to one of our Emergency Call Takers; you will be taken through a suite of questions which will give the service information about the patient's condition, and allow the call to be categorised accordingly (See categories below)



These questions are designed to get the right treatment to the right person at the right time, every time.

Echo (Category 1) Life threatening– Cardiac or respiratory arrest	Delta (Category 1) Life Threatening other than cardiac or respiratory arrest	Charlie (Category 2) Serious not life threatening- immediate	Bravo (Category 2) Serious not life threatening– urgent	Alpha (Category 3) Non serious or non life threatening	Omega (Category 3) Minor Illness or injury
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What information will I need when I call 112/999?

- * Address/location of the emergency, including Eircode if available
- * The phone number you are calling from
- * Description of what has happened

Once we know where you are, we can send help to you

The Emergency Call Taker will then continue to take you through the call taking process, where you will be asked for additional information including:

- * Whether the patient is conscious, breathing and if there is any bleeding or chest pain
- * Age, gender and medical history (if known)
- * Details of any injury and how it happened

Medical care can also be provided over the phone by the Emergency Call Taker

The information gathered during a 112/999 call helps the Emergency Medical Dispatchers identify and send the most appropriate response.

This could be an Emergency Ambulance or Rapid Response Vehicle for example. We may also send voluntary Community First Responders, air assets, fire service, mountain rescue teams, and emergency doctors to assist when required.

