



*HEALTH WORKSHOP*

The 118 emergency  
contact number



# What is 118?

118 is the medical and  
health-care  
emergency number

# What is 118?

- ❖ The "118" is the free-toll phone number for all cases related to urgent medical assistance
- ❖ It is the **same** on the whole national territory
- ❖ It's **free** of charge and operational 24/7
- ❖ Trained operators manage the service (nurses)

# 118 operational center



# What is 118?

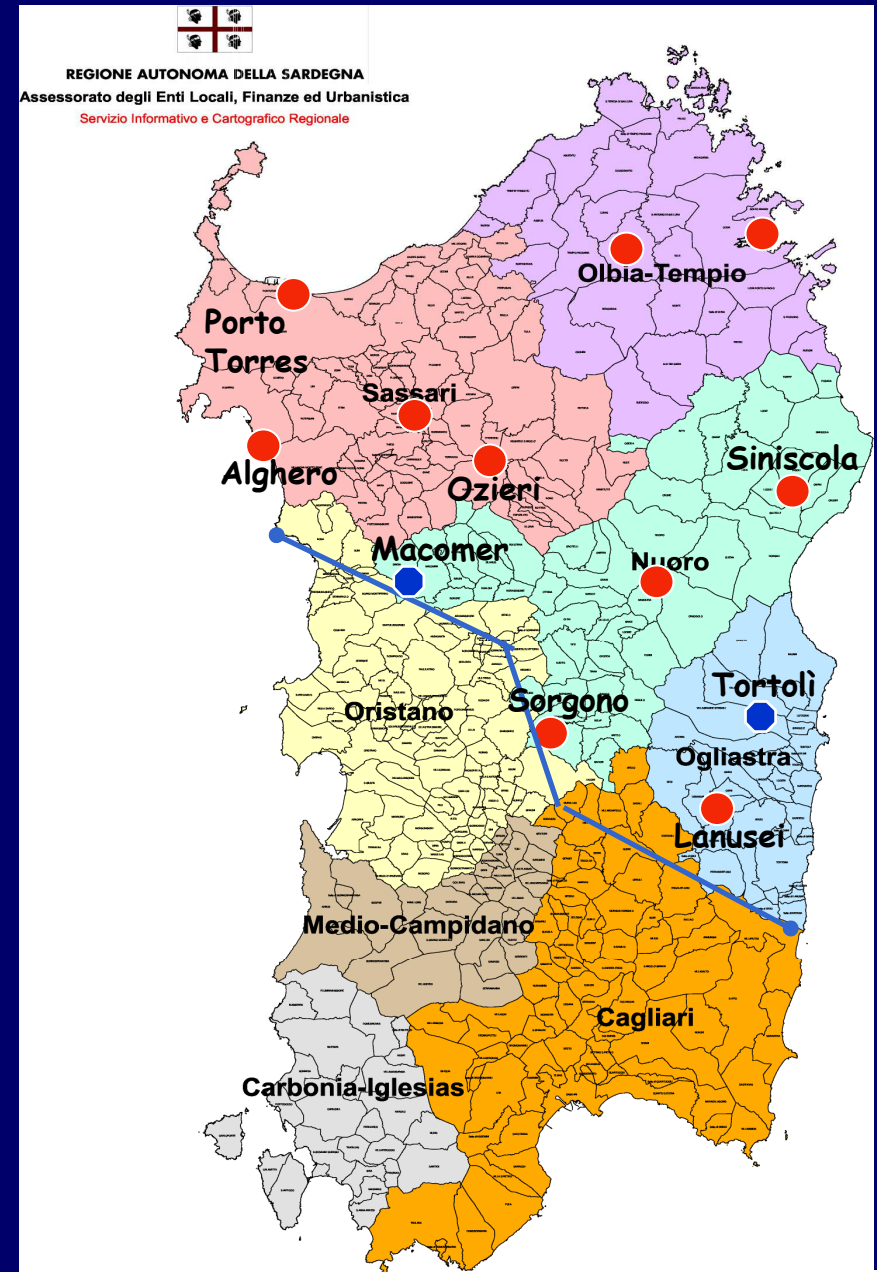
- ❖ Trained operators manage the service  
(**Professional nurses**)
- ❖ The **118 operational center** coordinates the rescue of patients at the emergency venue, taking them to the most appropriate hospital

# The Sassari 118 operational center

- 13,381 sq km
- 691,749 inhabitants
- 10 advanced emergency vehicles ●
- 2 nursing vehicles ○
- 83 basic vehicles
- 59,622 rescue vehicles in 2015

## The cons:

- a vast territory
- road conditions





10 MSA

SASSARI

PORTO TORRES

ALGHERO

OZIERI

OLBIA

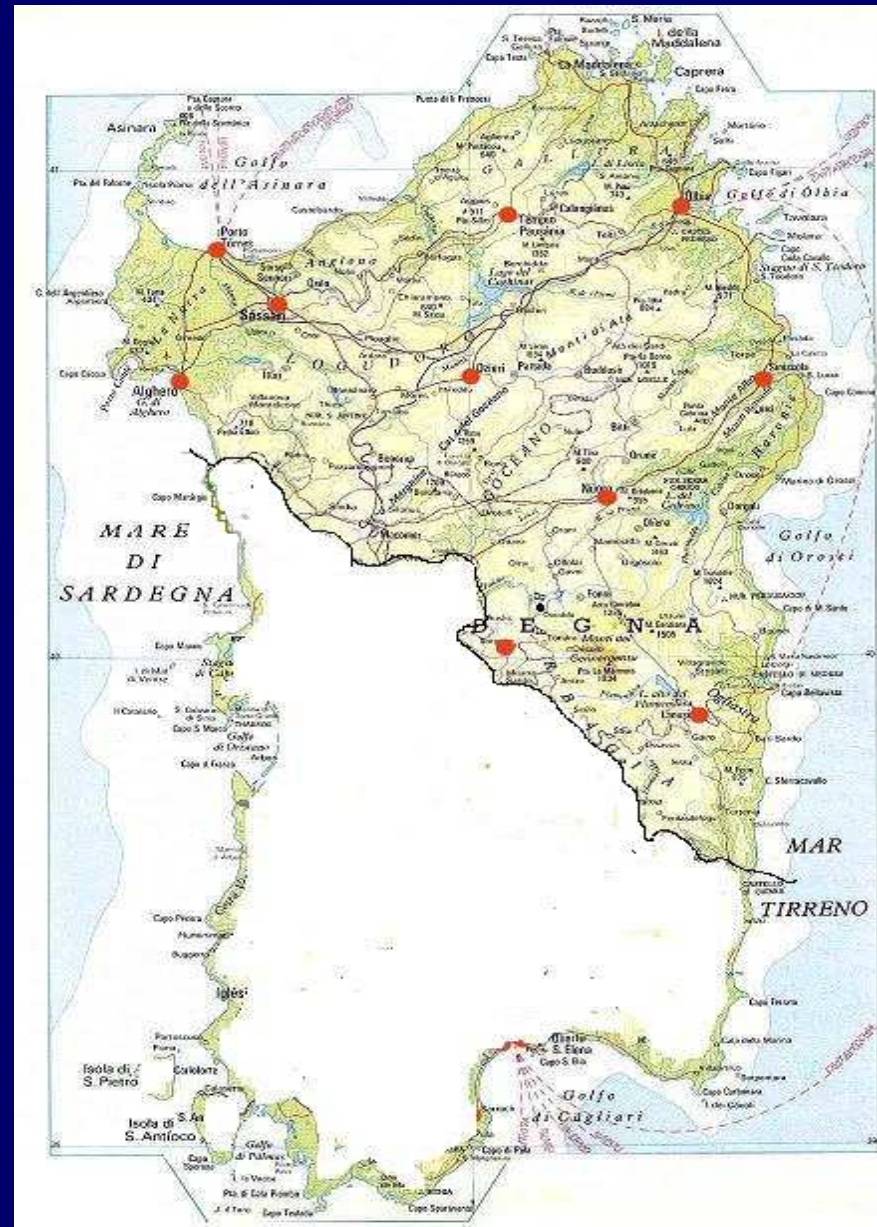
TEMPIO

NUORO

SINISCOLA

LANUSEI

SORGONO





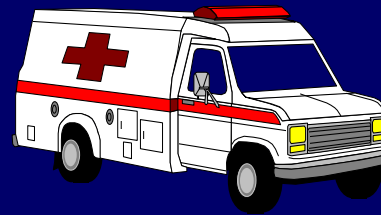
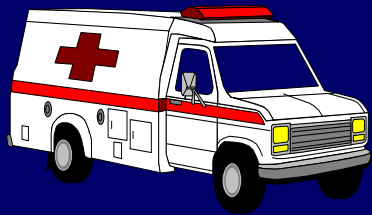
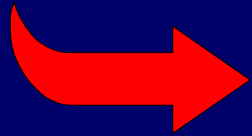
83  
Ambulances  
"with  
volunteers on  
board"



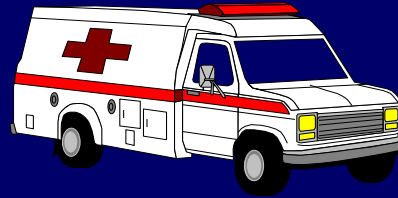
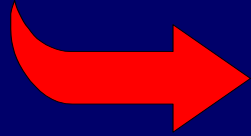


# Resources

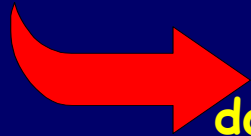
# Emergency levels



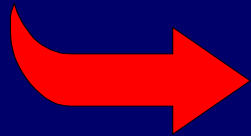
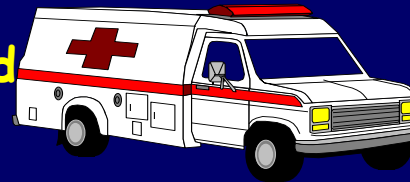
Ambulances  
with  
volunteers on  
board



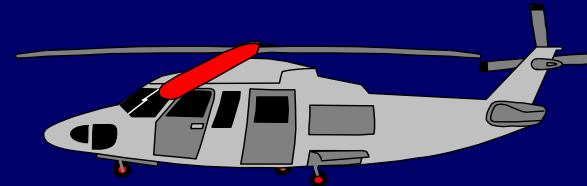
ambulances with  
professional nurse on board



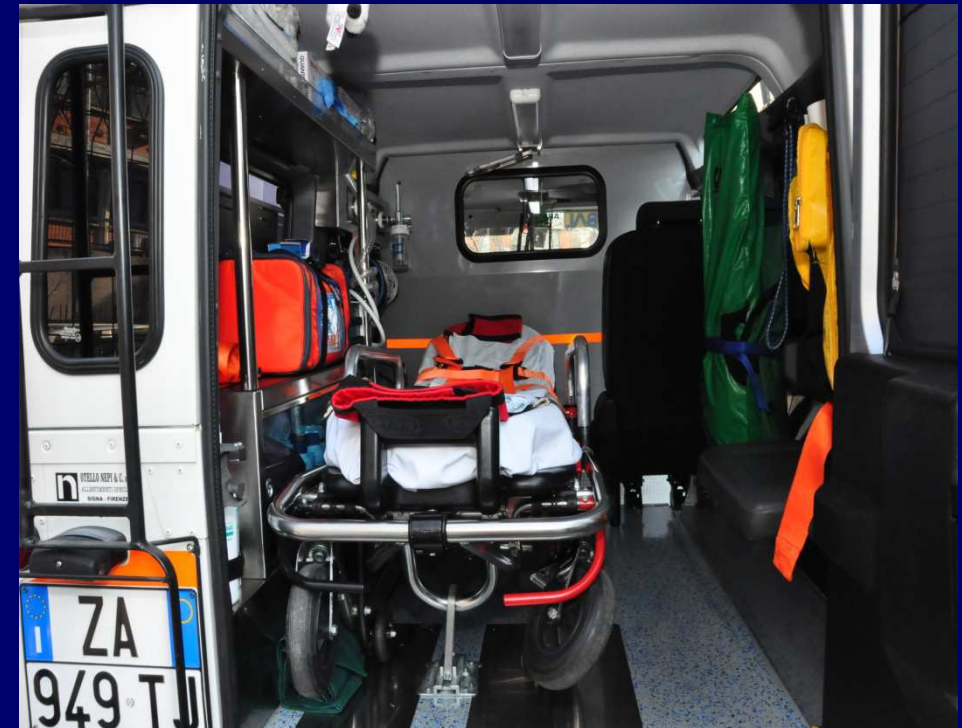
ambulances with  
doctor and nurse on board



Rescue helicopter rescue with  
anesthesiologist  
and a nurse on board



# AMBULANCES with rescuers on board



# AMBULANCES with nurses on board (INDIA)



# AMBULANCES with doctor on board (MIKE)



# AMBULANCES with doctor on board (MIKE)



# Air ambulance

## Advanced rescue operations

*1 regional base: Civil airport of Alghero-Fertilia*

Crew:

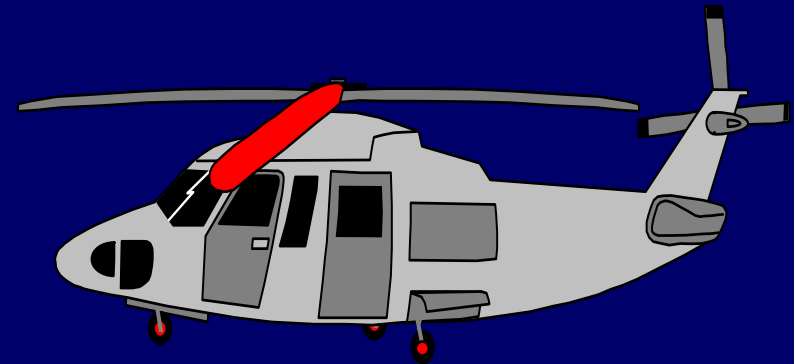
2 pilots

2 SAF (air-river rescuers)

1 cockpit personnel

1 professional nurse on board

1 resuscitator



# Air ambulance





# Air ambulance



# UNIMAX

## Mobile unit for Maxi-emergencies

Special rescue unit for conventional  
Maxi-emergencies, NUCLEAR-  
BIOLOGICAL-CHEMICA-  
RADIOLOGICAL events (NBCR) and  
special events with mobile operations  
unit

# UNIMAX



# UNIMAX



# MAXI-EMERGENCIES



# MAXI-EMERGENCIES



# RESCUE IN INACCESSIBLE PLACES



# SEA RESCUE





# When calling 118?

In all those situations where there may be **risk to the lives** or welfare of a person, such as **illness, injury, trauma, burns, poisoning, accidents.**

# How to call the 118

- It is important to answer calmly and precisely all the questions that will be asked by the operator of 118.
- **Where do you call from?**
- **What happened?**

# IMPORTANT:

The telephone operator who works at the 118 operations center is an expert professional nurse: when he/she answers the call, assistance has already begun. Answer questions calmly and precisely.

**DON'T GET ANGRY,  
THE OPERATOR IS NOT WASTING  
TIME.**

# What to report to the nurse

Logistic information:

- City
- Address
- Name
- Telephone

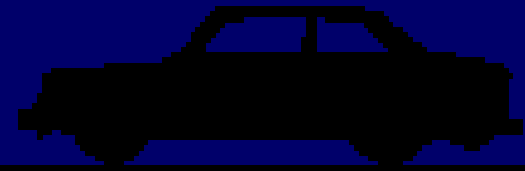
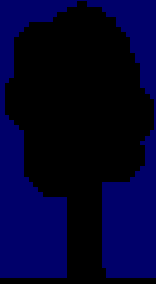


What  
happened?

# What to report to the nurse

Health information: type of event

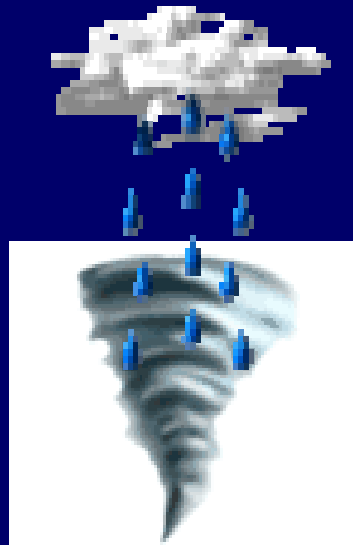
## Trauma



# What to report to the nurse

Health information: type of event

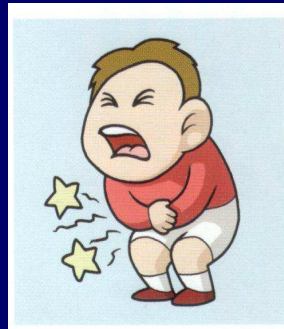
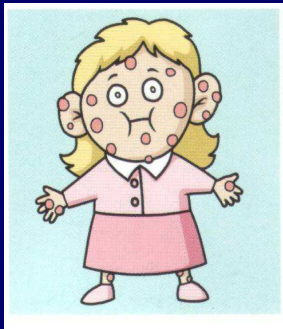
## Environmental



# What to report to the nurse

Health information: type of event

## Medical





# SAFETY

- Even before approaching the patient, special attention should be paid to environmental safety!
- Eg: an accident on a high speed road?  
Or is there a fire hazard?

# SAFETY

Protect yourself, the person to whom you provide assistance, any bystanders

Protect yourself and protect other is the first thing to do

It is necessary to:

- ❖ keep calm
- ❖ observe if the situation and the environment are safe
- ❖ If there are risks, take the appropriate measures to remove them or avoid them

# HAZARDS.

*Safety!*

We don't need heroes, but *rescuers*

# What to report to the operator: the patient's condition

- Is the patient conscious?
- Does the patient breathe?
- Does the patient show vital signs (cough, movements ...)?
- **It is important to call the 118 when standing by the patient!**

# IMPORTANT:

The 118 is not a game or a pastime, even a few seconds can be critical to save or lose a loved one forever.

**DON'T CALL 118 IF  
UNNECESSARY!**