



## 2 Emergencies

You may unexpectedly encounter sickness or injuries. What can be done in such circumstances? This part introduces services to cope with these difficulties, such as the dispatch of an ambulance, or night-time and holiday medication.

### 2-1 When you need an ambulance due to acute sickness or serious injury

You dial 119. You can reach this number from a fixed-line telephone, public telephone (see [P Emergencies/disasters, 1-1 \(2\) How to communicate from a public telephone](#)), mobile phone or PHS. Dialing 119, you will reach the fire department. A fire department worker will ask you whether you are calling for a fire (kaji) or ambulance (kyukyu). You should answer “kyukyu,” keeping calm. You should then notify the location of the sickened/injured and any landmark for it. Next, you should state the details, efficiently describing “who” is the subject, “where,” “when,” and “how.” When necessary, you should also tell the number of the sick/injured, their ages and gender. Lastly, you should tell your name and the telephone number from which you are calling (see [P Emergencies/disasters, 1-2 \(2\) Sample answers and questions for calling an ambulance](#)).

Both the 119 calls and use of an ambulance are free of charge. However, neither services can be used when the sickness or injury is so minor that the patient can be transferred by taxi or personal car.

You are advised to make an emergency individual card (see [P Emergencies/disasters, 1-2 \(1\)](#)) in advance and carry it with you.

