

D

Pointers for calling an ambulance (call 119)

◆ Keep calm. Speak slowly and simply (in Japanese if you can). Convey information accurately.



Hyaku jukyū ban. Kaji desuka? Kyūkyū desuka? ("This is 119. Fire or medical emergency?")

Kyūkyū desu ("Medical emergency").



1. Say that it is a medical emergency ("kyūkyū").



Jūsho wa doko desuka? ("What is your address?")

○ku (or -shi, -cho, or -son), ○-machi, ○-chome, ○-ban, ○-go, ○○ Hoikuen (Child Care Center), Yochien (Kindergarten), or Gakko (School) desu.



2. Say the address to which you want the ambulance to arrive.

Have the address and facility name written down so you can read it out.



Dou shimashita ka? ("What is the problem?")

Go-sai no enji ga, kyūshoku wo tabeta ato, kōkyū ga kurushi to itte imasu ("A 5-year old child is having trouble breathing after eating lunch").



3. Say what you can about "when, who, and how," plus "the current state."

Convey whether EpiPen® was prescribed, and whether EpiPen® was used.



Anata no namae to renraku-saki wo oshiete kudasai ("Please tell me your name and phone number").

Watashi no namae wa... desu. ("My name is..."). Denwa bango wa... ("My phone number is...").



4. Say your name and phone number.

Make sure you can be reached at the phone number you give.

*The operator or paramedics may call you while the ambulance is on its way to check on the situation.

- Make sure the phone line is open so that the paramedics can call you en route.
- If necessary, ask for first aid instructions so you can do them while waiting for the ambulance.