

# The role of ambulance teams

Ambulance teams, as a limited resource, are responsible for urgently transporting individuals whose life is in danger or whose condition may significantly deteriorate due to sudden illness or major injury to medical institutions.

Understand the appropriate actions for each situation, such as daily preparations, where to seek advice when you are in trouble, or calling 119 in case of emergency, to deepen your understanding of ambulance services so that you can live a healthy life.



## How to call an ambulance in case of an emergency

When you call 119, you will be asked questions in order to dispatch an ambulance. If highly urgent, the ambulance may be dispatched before all questions are asked.



This is 119, Fire Department.  
Fire or ambulance?



Ambulance.

Tell me the address of where you are.

Tell the dispatcher the  
address (location) where  
you need the ambulance.

Who is affected and what  
happened?

Answer questions about the  
condition of the illness or injury.

Please tell me your name.  
An ambulance is on its way.

Ambulance Usage Guide  
(Fire and Disaster Management  
Agency, Ministry of Internal  
Affairs and Communications)



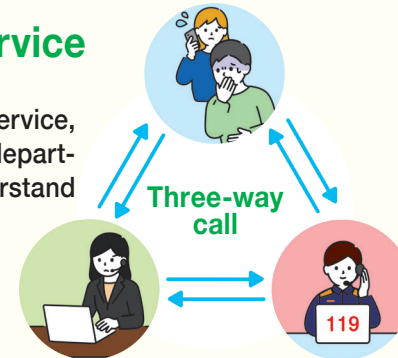
## Call 119, and communicate in your own language.

To help foreigners convey their symptoms with  
confidence during sudden illness or serious injuries

### Foreign language support for 119 calls Multilingual interpretation service

We can connect your call to an interpretation service, and a three-way call between the you, the fire department and the interpreter enables us to understand each other.

(Supported languages: English,  
Chinese, Korean, Portuguese, and  
Spanish)



### Foreign language support for ambulance teams Emergency VoiceTra

Ambulance teams use the multilingual translation app “Emergency VoiceTra” to smoothly communicate with foreign patients. By using this app, ambulance teams are able to understand symptoms and necessary information.

The app supports 15 languages:  
English, Chinese, Korean, Spanish, French,  
Thai, Indonesian, Vietnamese, Burmese,  
Taiwanese Mandarin, Malay, Russian,  
German, Nepali, and Brazilian Portuguese.



### Municipal newsletter viewing service “Catalog Pocket”

You can read Yokohama City’s municipal  
newsletter “Yokohama City Newsletter” in  
various languages using the free app  
“Catalog Pocket.”



Scan this 2D  
code for details.



横浜市消防局救急部救急企画課

横浜市保土ヶ谷区川辺町2-20 TEL:045-334-6413 E-mail:sy-kyukyukikaku@city.yokohama.lg.jp

## 「あんしん救急」 知って予防! 救急車 “Anshin Kyukyu” Learn, Prevent and Prepare!

## Three Steps to Remember

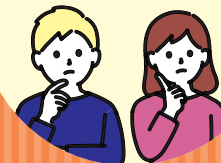
1

Prepare



2

Seek advice



3

Call 119



English



横浜市消防局  
YOKOHAMA FIRE BUREAU

## Step 1

### Prepare well while you are healthy!

- Know how to find hospitals available on holidays and at night!



You can search for medical institutions and pharmacies.

\* Supported languages: English, Chinese, and Korean



Medical Information Net (NAVIL)

#### Be careful of infectious diseases!

In summer, diseases such as pharyngoconjunctival fever (pool fever), hand-foot-and-mouth disease and herpangina tend to spread, while in winter influenza is prevalent, leading to an increase in emergency calls.

- Tips for prevention



#### Be careful of heatstroke!

Summer being hot and humid increases the risk of heatstroke! Heatstroke occurs not only outdoors but also indoors, even when you are not doing anything, and in some cases, can be fatal.

- Tips for prevention



Get enough water and sodium, wear cool clothes, and use air conditioners or fans to cool down.



To check the list of medical institutions in Yokohama City that accept foreign patients and other medical information, scan this 2D code.



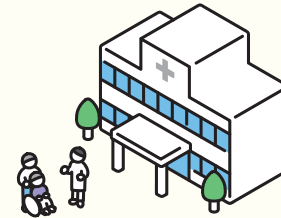
**Yokohama Medical Dashboard**  
You can check information on infectious diseases and heatstroke! (Japanese only)

## Step 2

### When you are in trouble, seek advice first!

Visit a nearby medical institution.

If you feel unwell, seek advice from a doctor at a nearby medical institution before your symptoms get worse. In particular, if you have a primary care doctor who can provide medial care in foreign languages, you will be able to seek advice from the doctor with peace of mind in the event of an emergency.



- If you are unsure whether to call an ambulance for sudden illness or injury

Call the Kanagawa Emergency Consultation Center

\* Japanese language only

# #7119

# = pound key

24 hours a day,  
365 days a year

Calls are handled by nurses and counselors

Direct dial

045-232-7119

045-523-7119

Emergency Medical Consultation

Advice on urgency and necessity of consulting a doctor

Medical Institution Information

Information on available medical institutions



#### Yokohama City Emergency Consultation Guide

You can check whether you need to call an ambulance or consult a doctor using your computer or smartphone.

\* Available in English or Japanese only



**Japan National Tourism Organization**  
How to seek medical care when you feel unwell



Scan this 2D code for how to use a taxi.  
If your symptoms are mild but you have no means of transportation, please consider taking a taxi. (Japanese only)

## Step 3

### Call an ambulance immediately in cases like these!

If you or someone around you has symptoms like these, call **119** right away!!

#### Impaired consciousness

- Unconscious (no response) or altered consciousness (confused)

#### Seizures

- Seizures do not stop

#### Injuries and burns

- Injuries with massive bleeding
- Extensive burns

#### Nausea

- Severe nausea accompanied by cold sweat



#### Choking

- Object stuck in the throat



#### Accidents

- Strong impact from a traffic accident, falling from a tall height, or tripping and falling

◎ Other unusual conditions or abnormal behavior ◎

Note that elderly persons may have difficult recognizing symptoms themselves.

- Items to prepare before the ambulance arrives

- Passport
- Health insurance card
- Patient registration card
- Medications you take regularly
- Shoes
- Cash/credit card (for payment at a medical institution)
- Individual Number Card (My Number Card)



- Information to provide to the ambulance team

- Details of the accident or how you or the ill person became ill
- Any changes in your or the ill or injured person's condition that happened before the ambulance team arrived
- Most severe symptom
- Chronic diseases