

Emergency and First Aid

I wish to contact the on-call doctor closest to my home

Telephone number of the on-call doctors' phone line (CTMG) in Epalinges and Lausanne able to respond 24 hours / day, 365 days / year: +41 848 133 133

You can also:

- Call the **police station** nearest you by dialling **117** .
- Call the **ambulance / first aid** by dialling **144**.

The **doctor on call** can step in:

- Every day, after surgery hours
- Weekends
- Public holidays



Useful to know

The doctor who will step in does not know your case as your regular doctor would do. Think about giving the following particulars:

- your current treatment if you have one
- whether you are allergic to products or drugs
- any investigations you have had carried out recently (blood sample, X-ray ...). If you have your results, think about showing them to him.

Enter your exact address and any access codes to your home.

What information should I give? In order, calmly and accurately

Identify yourself

- Your name
- The phone number you are calling from

Specify the location

- The exact address (city, district, place, street, number ...)
- Place (apartment, house, street ...)

Explain what is happening in simple terms

- The individual (sex, age, any relationship to him/her ...)
- The circumstances
- What you see

Answer the questions you are asked

- Never hang up first

- Stay listening to your contact person
- Await your instructions

Return to the sick or injured person, talk to him and reassure him

Do what is necessary to facilitate access to rescue staff, welcome them and direct them to the victim as soon as possible

If you have knowledge of first aid, put the sick or injured person in the recovery position. Never move a sick or injured before help arrives.

I wish to contact the poison control centre nearest to my home

Poison control centres are information centres dealing with the **toxic hazards** of all existing medical, industrial and natural products. They have a role in providing information to health professionals and the public and provide assistance by phone on the diagnosis, care and treatment of poisoning.

Do not wait for symptoms of poisoning to appear before calling

Call the police or police station or dialing that 145.

Internet address : www.toxi.ch

Useful information to know when faced with poisoning

Do not give them milk! Do not induce vomiting! It is rarely indicated and sometimes very dangerous. The effectiveness of an emergency response depends on the accuracy of your call. Be calm, precise and let your contact person ask you the questions.