

WHEN TO CALL AN AMBULANCE

OVERVIEW

We are lucky here in Australia to have so many health care pathways to ensure we are able to get the most appropriate care for our children.

Use this document to identify the appropriate healthcare pathway for your little one.

**Life-threatening
and time-critical
emergencies.**



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EMERGENCY
DEPARTMENT

**Non life-threatening
and time-critical
emergencies.**



GENERAL
PRACTITIONER



AFTER HOURS
DOCTOR

**Advice when your
child is unwell**



HEALTH
DIRECT



PHARMACY



WHEN TO CALL AN AMBULANCE

TRIPLE ZERO (000)

Triple 000 to be used for life-threatening and time-critical emergencies. You should call triple zero (000) when you or your child is showing any of the following:

- Limp or unconsciousness
- Difficulty breathing
- Changes to skin tone
- Uncontrollable bleeding
- Severe burns
- Fall from height
- Significant trauma or accident at high speed
- Allergic reaction
- Severe pain
- Any red flags

EMERGENCY DEPARTMENT

ED is to be used when you need immediate assessment by a doctor, for an injury or illness that cannot be dealt with by a GP or you cannot wait for an appointment. ED should be used when you can safely transport your child to hospital.

- Fractures and dislocations
- Poisoning
- Moderate burns
- Worsening of an illness
- Uncontrolled or moderate pain
- Deep cuts
- Eye injuries
- Any red flags that do not require ambulance - *E.g. A newborn with a fever who has no other symptoms*

VICTORIA ONLY:
Victorian Virtual
Emergency Department
(VVED). A virtual ED for
non-life-threatening
conditions.



Driving to the ED allows for timely medical intervention without the need for emergency ambulance services, which should be reserved for life-threatening conditions. If in doubt though, call an ambulance.



WHEN TO CALL AN AMBULANCE

GENERAL PRACTITIONER (GP)

GP's are often the first point of contact for us as parents for when our family is unwell. Some reasons you may see your GP are:

- Immunisations
- Cold + Flu
- Chronic illness management
- Viral or Bacterial Illness
- General illness or health concerns

AFTER HOURS DOCTORS

If your GP is closed you can access an after hours GP. There are lots of services in Australia that offer home visiting doctors. Some of the common medical reasons patients call home doctor services include:

- Gastro
- UTI
- Cold and Flu
- Croup
- Ear infections

HEALTHDIRECT

HealthDirect provides 24/7 health advice and information through a hotline that is available across Australia.

- You're not sure if you should seek medical help
- You're far from home or a long way from medical help

PHARMACY

Local pharmacists are qualified medicine experts who provide advice on medicines and general healthcare to millions of Australians every year. Pharmacists can provide a wide range of information and are usually free. Some reasons to visit your local Chemist are:

- Advice on medications and healthcare
- Wound care
- Some Immunisations
- Advice about babies and children

If your child is experiencing any of the following:

- 1 Limp or unconsciousness
- 2 Difficulty breathing
- 3 Changes to skin tone
- 4 Uncontrollable bleeding
- 5 Severe burns
- 6 Fall from height
- 7 Significant trauma or accident at high speed
- 8 Allergic reaction
- 9 Severe pain
- 10 Any red flags



Call an Ambulance

- 1 Fractures and dislocations
- 2 Poisoning
- 3 Moderate burns
- 4 Worsening of an illness
- 5 Uncontrolled or moderate pain
- 6 Deep cuts
- 7 Eye injuries
- 8 Any red flags that do not require ambulance
- E.g. A newborn with a fever who has no other symptoms



Go to ED if it is safe to do so

- 1 Immunisations
- 2 Cold + flu
- 3 Chronic illness management
- 4 Viral or bacterial illness
- 5 General illness or health concerns
- 6 Gastro
- 7 UTI
- 8 Croup
- 9 Ear infections



Visit your local GP or after hours doctor

- 1 You're not sure if you should seek medical help
- 2 You're far from home or a long way from medical help
- 3 Wound care
- 4 Some immunisations
- 5 Advice about babies and children



Contact HealthDirect or visit your local pharmacy