



Prevention and health guidelines for **safe driving**

Calling 118

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118 is the national number to call for an ambulance in **Italy**



If you're **abroad**, find out what the emergency services numbers are before you start driving around!

What happens when you call 118?



Let's reconstruct the main narrative for the picture story above.

1. All calls to 118 are free and the operator will ask you for your number, in order to record it. The operator will also ask you for details regarding:
 - **The accident location:** District, street, and other reference points;
 - **The event:** what happened, how many vehicles are involved, possible risk of fire;
 - **The people involved:** how many are injured, if they are trapped in their vehicles, what condition they are in.

Respond calmly to their requests: they are necessary in order to evaluate what kind of services to the scene. Remember to hang up only once the operator has told you to do so.



Don't keep the phone engaged with other calls.
If you **don't actually have a phone** and you have to leave the scene of the accident to find one, make sure that someone else is present at the scene.

2. The 118 operator, on having received the call, will activate the nearest and most suitable services. If necessary, the fire brigade will also be notified.