

HOW TO REQUEST FIRST AID/EMERGENCY MEDICAL SERVICES

FOR INCIDENTS REQUIRING FIRST AID

Dial Security on the emergency number x3333, or 0207 882 3333 to request a first aider



- **For minor first aid, you can contact your local First Aiders.** They provide first aid to their school/department/directorate. Their names and contact numbers are on first aid signage.
- **All significant first aid incidents should be dealt with by a Building Based First Aider, unless only a local first aider is available.** Building based first aiders provide first aid to all schools/departments/institutes/directorates in their building and when required adjacent buildings, and are on the Security 'call out' list. You must call x3333 or 0207 882 3333 to request one.

FOR INCIDENTS REQUIRING EMERGENCY MEDICAL SERVICES

1. If you need an ambulance dial 999 immediately



From a landline dial 9 (for an outside line) then 999.
From a mobile phone dial 999.

Request an ambulance.

Explain the nature of the medical emergency. You will be asked "is your casualty breathing?"

Give details of location

Please be aware that the post code for Mile End will take the paramedics to the Queens' building.



Think about where you work and how best to direct an ambulance onto campus i.e. for the Fogg Building tell ambulance control that they need to use Bancroft Road. For the Francis Bancroft Building, Westfield Way and the East Gate.

(for example if you are based in Advice & Counselling)

"Queen Mary, University of London. Advice and Counselling. Ground Floor Geography Building. Mile End. E1 4NS

From the Mile End road enter campus between the Queens' building and the Chaplaincy.

Follow the path keeping the Queens' building on the left.

Turn right into Geography square.

Entrance is diagonally across the square."

2. Then dial Security on 3333



You must call Security on 3333 to inform them that an ambulance has been requested. Ask them to send someone to meet the ambulance, and help direct it to you. Security will also facilitate the opening of gates where required (e.g. gates by the Graduate Centre).

3. Ask a colleague to wait outside the building for the ambulance to escort the paramedics to you and the casualty.

Remember- you can call 999 again if the situation changes or worsens.