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118 is the Italian toll-free National Medical Emergency Hotline active 24 hours a day, 7 days a week. You should call **118** for help if you are involved in or witness to any type of accident where injury occurs or if you need emergency medical assistance for sickness or injury in the home or on the job. When you dial **118** from any fixed or mobile telephone in Italy, a Medical Operations Center nearby will respond. These centers are staffed by a medical doctor and others that can provide valuable medical advice and assistance.

Non-Italian speaking Americans should identify one or two Italian neighbors (including a landlord, if living in or near their villas/apartments) who can be relied upon in an emergency, to call **118** to describe the symptoms/illness and, most importantly, to give the responders detailed directions for ambulance, etc.

Medical Operation Centers are staffed to provide an array of medical services including transportation of the sick/injured by ambulance, medical watercraft and helicopter to the nearest hospital for care. If necessary, the center will coordinate emergency assistance with the local Fire Department and/or various Civil Protection Agencies.

When calling 118, be prepared to provide the following information:

- * Identify yourself, your location, address and the telephone number from where you are calling.
- * What happened – i.e., car accident, on-the-job injury, medical emergency (heart attack, stroke, fell and broke leg, etc).
- * How many people are involved.
- * Condition of the victim(s): i.e., conscience/unconscious, breathing/not breathing, location of injury, losing blood, etc..

This information sheet was prepared by the US Military Retiree Association of Southern Italy and is based on information obtained from: <http://www.aslna1.napoli.it> (Emergenza Sanitaria), <http://www.asl1.liguria.it/> and Bolletino Ufficiale della Regione Campania n. 43 del 06 settembre 2004 ORGANIZZAZIONE SIRESS SERVIZIO 118