Service outline: The AV Ambulance Service provides the following scope of service to residents and guests of Auroville:

1. 24/7 availability of emergency response with an equipped and staffed ambulance vehicle, which arrives at the scene of emergency, within AV city area, in under thirty minutes.
2. First aid and treatment on site and during transport with an advanced paramedic on board.
3. Providing information over phone on what to do in medical situations which do not require ambulance transport.

Call the Auroville Ambulance, if you experience any of the following situations:

1.1. Unconscious person
1.2. Difficulty in breathing
1.3. Sudden changes in level of consciousness (disoriented, difficulty in speaking)
1.4. Heavy bleeding due to accident or trauma, or fall from a height
1.5. Strong pain
1.6. Major or multiple injury
1.7. Chest pain
1.8. Seizures
1.9. Signs of stroke: (speech difficulty, facial droop, one sided weakness in limbs)
1.10. Severe allergic reactions.
1.11. Snake bites

How to use the Auroville Ambulance Service:

1. Dial the Auroville Ambulance dispatch no: 9442224680, speak clearly and provide following details in this order:
   - Caller name
   - Location of accident/ emergency site with landmarks
   - Name of patient
   - Sex and age (if known) of patient
   - Is the person conscious?
   - Is the person breathing?
   - Describe injury briefly.

   Provide all further available information as requested by the dispatcher. This is essential for the medical staff and persons handling the patient during transport.
2. Follow over the phone all first aid advice as given by the dispatcher.
3. The caller should wait till the ambulance arrives. **Do not move an injured person.**
4. Do not load the patient into a taxi where he cannot get medical support needed during transportation. **It is strongly recommended to wait a few minutes more (if needed) for the ambulance to arrive than carry away the patient in a panic stricken manner.**
5. Organize for someone to accompany the patient and stay with him/her in hospital if required. Pack and take along personal items, money, current medication and all relevant medical reports.
6. Being calm and supportive towards the patient and the ambulance staff facilitates the best outcome.

The Ambulance service is available for all Aurovilians, Newcomers and Friends of Auroville. Guests living in Auroville may also avail of this service. In case the AV ambulance is out of service or out on another trip, the dispatcher will help arrange the ambulance from PIMS or the government ambulance (108) which are on backup and network closely with this service.

For further information, please contact: ambulance@auroville.org.in

4th September 2018