

# Cyprus Ambulance Service

The objective of the Cyprus Ambulance Service of the Ministry of Health is to provide timely and quality ambulance services by providing pre-hospital ambulance response services, emergency and routine pre-hospital patient care and transport services, inter-facility ambulance transport.

If you are faced with a medical emergency, there are a few simple but important things you need to do.



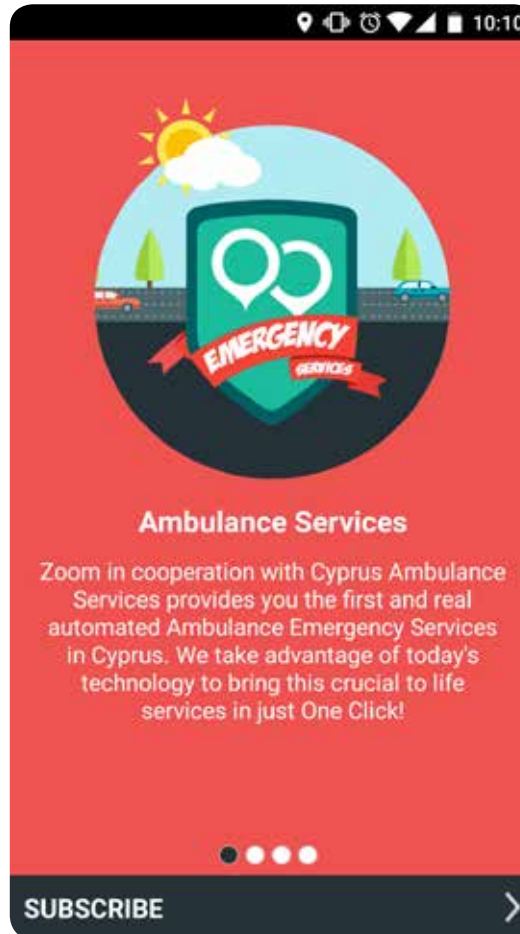
## Useful Telephones

Cyprus Ambulance Service Dispatch Center  
tel.: 22887171 (24h)

### Accident and Emergency Departments-Hospitals

|                         |          |
|-------------------------|----------|
| Lefkosia (Nicosia)      | 22604011 |
| Lemesos (Limassol)      | 25801195 |
| Larnaka                 | 24800369 |
| Pafos                   | 26306100 |
| Ammochostos (Famagusta) | 23200200 |
| Kyperounta              | 25806700 |
| Polis                   | 26821811 |

## Ambulance Services Mobile App



## Quick guide to Calling an Ambulance



Medical and Public Health Services  
Cyprus Ambulance Service



## Cyprus Ministry of Health

Medical and Public Health Services  
Cyprus Ambulance Service: 22887131 (office hours)  
E-mail: [ambserv@mphs.gov.cy](mailto:ambserv@mphs.gov.cy)  
Fax number: 22570110

## Call 112

This is the European emergency number which can be called in any emergency from your mobile phone. It's a European-wide number but if you have any problem you call 22887171.

*Calls to 112 are always free.*

If you are using a pay phone, you do not need to use a coin. If you are using a pre-paid mobile phone with no credit you can still call 112 and you will be connected.

Once you are connected to the ambulance dispatch operator or a police call handler you must be prepared to give clear indications in English or Greek of the Following:

1. What is your emergency?
2. Telephone number
3. Exact location (include as much details as you can e.g. Hotel name, apartment/unit name, street, number, landmark)
4. Description and seriousness of accident
5. Number of victims, gender and age
6. Possible dangers or proximity difficulties on the scene or if you are aware of any medical issues



## Keep calm and be clear

Try and stay calm and listen to the call taker's instructions. It is also important to keep your own phone on as the emergency service may need to contact you for further information.

*Do not hang up. Stay on the line for more.*

### Instructions

Once all the information has been gathered they will give you instructions to assist yourself or the patient. If necessary, the Emergency Medical Dispatcher will stay on the line to give you support and further instructions until help arrives. During this time they might ask some additional questions to provide as much information as possible.



### Useful Tips

- If calling from a house, unit or business address, ensure that the building number is clearly visible from the Street.
- If you are in a hard to find location have someone outside the building/location to wave the ambulance down or leave the front light on at night.
- If you live in a rural area or an area difficult to find, remember landmarks.
- If travelling on a Motorway or on a rural road, identify the direction you are travelling and the last exit or town you passed through.

## While waiting for an ambulance

Before the ambulance service arrives, you can help in the following ways:

- Ensure there is a clear pathway to the entrance of the property
- Lock away any pets
- Pack any items of clothing or toiletries the patient may need.
- Make sure you have all of the patient's regular medication ready to hand over to the ambulance crew
- Notify the ambulance crew of any allergies or special requirements you may have.
- Have a list of contact numbers such as family members or friends
- Do not take valuable items

The Ambulance services of the Ministry of Health are provided free of charge in cases of emergency calls to all Hospitals and Private Clinics Emergency Departments.

When an ambulance service arrives, the patient will be taken to Hospital, unless they require to be transported to a private clinic.

