

# PHONE FIRST - 24/7

Make sure you PHONE FIRST before going to Causeway Hospital Emergency Department

**0300 123 1 123**

**TEXT RELAY: 18001 0300 123 1 123**

PHONE FIRST is a new telephone service for patients who are feeling unwell and are considering travelling to an Emergency Department for urgent care.

**Get directed to the right care**

**Avoid busy waiting rooms**

**Stay safe**

**Save time**



**FOR EMERGENCIES - 999**

Including: stroke, heart attack, loss of consciousness, breathing difficulties, severe bleeding or major trauma

**ALWAYS CALL 999 IMMEDIATELY**

# How to access Urgent and Emergency Care Services

For Urgent Care Treatment that is not life threatening, **PHONE FIRST** before going to Causeway Hospital Emergency Department



**0300 123 1 123**

TEXT RELAY: 18001 0300 123 1 123



A healthcare professional will guide you to the right care, first time

**FOR EMERGENCIES THAT ARE LIFE THREATENING 999**

Including: stroke, heart attack, loss of consciousness, breathing difficulties, severe bleeding or major trauma

**ALWAYS CALL 999 IMMEDIATELY**



**AMBULANCE**

An ambulance will be sent as appropriate

Emergency Departments

Mental Health Services

Further Investigations

Minor Injuries Unit

GP, Pharmacy or Community Care