**Keep calm. Speak slowly and simply (in Japanese if you can). Convey information accurately.**

1. Say that it is a medical emergency (“kyukyu”).

2. Say the address to which you want the ambulance to arrive.

   - Have the address and facility name written down so you can read it out.

3. Say what you can about “when, who, and how,” plus “the current state.”

   - Convey whether EpiPen® was prescribed, and whether EpiPen® was used.

4. Say your name and phone number.

   - Make sure you can be reached at the phone number you give.

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*The operator or paramedics may call you while the ambulance is on its way to check on the situation.*

- Make sure the phone line is open so that the paramedics can call you en route.
- If necessary, ask for first aid instructions so you can do them while waiting for the ambulance.