

To promote accurate public understanding of emergency services/medical care and boost awareness among EMS professionals, Japan's MHLW and the FDMA designate:

- September 9 each year as "Emergency Medical Services Day," and
- The Sunday-Saturday week that includes September 9 as "Emergency Medical Services Week."



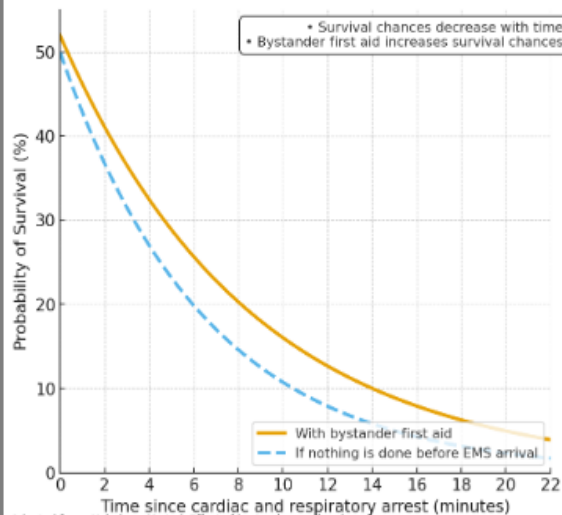
What to Do if Someone Suddenly Collapses

Call **119** right away and start **first aid**—it can save a life.

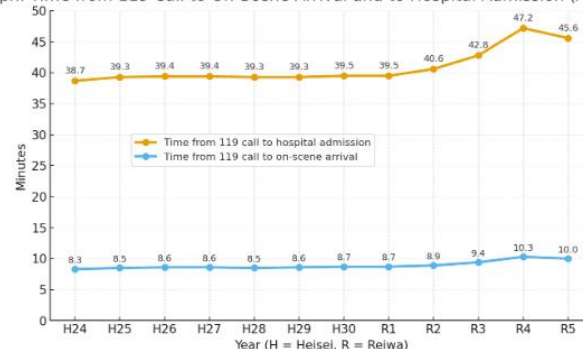
Cardiac arrest can happen anywhere, at any time. The longer the heart and breathing are stopped, the lower the person's chances of surviving. But starting **CPR** and using an **AED** quickly can **roughly double** the chance of survival.



First Aid and Survival Curve



Graph: Time from 119 Call to On-Scene Arrival and to Hospital Admission (Ambulance)



In Japan, an ambulance usually takes **about 10 minutes** to reach the scene after someone calls **119** (the emergency number). If someone's **heart stops**, the **people nearby** need to start **first aid right away**—it's vital for saving a life.



Emergency Care: What to Do

— When You Call 119 —

In time-critical situations, it is important to convey the necessary information succinctly.

① **State that it's a medical emergency**
Say: "This is an emergency." / "Ambulance, please."
(When calling 119 in Japan, specify "ambulance.")

"Fire or ambulance?"

② **Give the address where you need the ambulance**
Say: "It's [XX City, XX-chōme, XX-ban]."
(Add building/room and a landmark if any.)

"What is the address where you are?"

③ **Describe the person's condition/symptoms**
Say: "My coworker collapsed at work after complaining of chest pain."

What's happen?

Briefly state **who is affected**, **how the incident occurred**, and **what has happened**.
If known, also report **whether the person is conscious and breathing**.
The dispatcher will provide first-aid instructions as needed.

How old is the patient?

④ **Provide the person's age.**
If you don't know the exact age, an estimate is fine.
Say: "They appear to be in their 50s." / "Around 50." / "He's in his 50s." / "She's in her 50s."

"May I have your name and telephone number?"

⑤ **Give the caller's name and contact number.**
Say: "My name is [. . .]. My phone number is [. . .]."

You may also be asked about **the circumstances of the illness or injury**, any **pre-existing conditions**, **medications taken regularly**, and the **person's regular clinic or hospital**. Please provide whatever information you can.

Adapted from Government Public Relations Online, "How to Use an Ambulance in an Emergency: When and How to Call?" <https://www.gov-online.go.jp/article/201609/entry-7888.html>



When you're unsure whether to call an ambulance, what should you do?

When in doubt, call #7119 or use the Emergency Medical Triage app ("Q-suke") to ensure ambulances are used appropriately.

Emergency Medical Consultation Center Program 「#7119」

A **phone helpline** for when you're not sure what to do—after a sudden illness or injury, or if you're wondering "Should I call an ambulance?" or "Do I need to go to the hospital now?"

Nurses and other qualified staff will ask about the symptoms and tell you **how urgent it is** and **whether you should call an ambulance**.



If it's **urgent**, they can **switch you to 119** and **help arrange an ambulance** (not available in some regions). They'll also **tell you which clinics/hospitals you can call** and **explain what first aid to do** for your symptoms.



What is an AED?

An AED is a device that can give the heart an electric shock to stop a dangerous rhythm (**ventricular fibrillation**) so blood starts moving again.
It talks **you through each step** with voice instructions, so **anyone can use it**.

Go to the next page for how to do first aid.

National Emergency Medical Triage App ("Q-suke")

By selecting the relevant **symptoms/signs** on the screen, the app displays the **recommended action** based on urgency, such as:

- "Call an ambulance immediately,"
- "See a medical facility as soon as possible,"
- "This is not an emergency, but please visit a medical facility," or
- "Continue to monitor the condition carefully."

WEB : https://www.fdma.go.jp/relocation/neuter/topics/filedList9_6/kyukyu_app/kyukyu_app_web/index.html

Adapted from the Fire and Disaster Management Agency (FDMA), *Timely and Appropriate Use of Ambulances (Appropriate Use)*.



How to Perform CPR (Cardiopulmonary Resuscitation) — If Someone Suddenly Collapses

- ① Ensure the area is safe.
- ② Approach the person and check for a response (consciousness).
- ③ If there is no response, shout loudly for help.
- ④ Ask someone to call 119 and bring an AED to the scene.
- ⑤ Check breathing. Look at the chest and abdomen and determine within 10 seconds whether there is normal breathing. If there is no breathing or it is not normal, judge it as cardiac arrest.
Example: agonal respirations—gasping, irregular breaths.
- If you are unsure whether the breathing is normal, start chest compressions.
- ⑥ Give 30 chest compressions.
- ⑦ Give 2 rescue breaths. (If you cannot perform rescue breaths, you may omit them.)
- ⑧ Give another 30 chest compressions.

※Continue repeating steps 6 and 7 without interruption.



Keep doing CPR until the ambulance gets there. If others are around, switch off and take turns.



If nobody comes when you shout, **call 119 yourself**.
If there's an **AED nearby, go get it**.
The **119 dispatcher will talk you through what to do**.

How to Use an AED (Basics) Just follow the voice instructions—anyone can do it.

Turn on the AED.

(On some units, opening the lid automatically turns the power on.)

- ① **Apply the pads.***
The pad placement is shown in the diagrams printed on the pads—attach them to the patient exactly as indicated.
- ② **Insert the connector into the designated port.**
The AED will analyze the heart rhythm and, if a shock is needed, it will charge automatically.
- ③ **Press the shock button.**
When charging is complete, the device will give voice prompts (e.g., “Deliver shock”). When instructed, press the shock button.
- ④ **Make sure you and everyone else are clear and not touching the patient** when delivering the shock.
- ⑤ **After the shock, immediately resume CPR starting with chest compressions.**

※When applying the pads, check the following:

- **Is the skin dry?**
If it's wet, **wipe it dry** with a clean, dry cloth or towel.
- **Is there a transdermal medication patch?**
If present, **remove the patch**. If any medication residue remains, **wipe it off**.
- **Is there an implanted device (e.g., a pacemaker/ICD)?**
If you feel a hard, raised “lump” in the chest, **do not place the pad directly over it**—place the pad **slightly away from the device**, following the pad diagram.

Do you know where the nearest AED is?

To stay calm when it counts, learn basic first aid (including AED use) and check ahead of time where AEDs are located around you.

If the AED says “No shock advised”

The AED decides on its own if a shock is needed.

If it says “No shock advised,” don't shock—**start chest compressions right away and continue CPR**.



First Aid for Injuries

● Bleeding: Direct Pressure Method

The basic technique is to press directly on the wound with **gauze or a clean towel/cloth**.

If one layer isn't enough, **add more gauze/towels on top** and press **firmly with both hands**.

If the bleeding still doesn't stop, **increase pressure**, using the **weight of both hands/body** as needed.

Avoid getting blood in the eyes or mouth.



● Trauma (Suspected Fracture)

Judge by signs such as **pain, deformity, and swelling**.

If **CPR** is needed, **prioritize CPR**.

Do not move the injured person or the injured part unnecessarily.

While monitoring **skin color and facial expression**, **immobilize (splint)** the injured area.

You can improvise a **splint** with items like a **magazine, cane/stick, umbrella, or blanket**.

Infection-Prevention Points

Wear gloves when treating bleeding.

No gloves? **Use a plastic bag** as a substitute.

When you're done, **wash hands well** and **rinse/gargle**.

On the Contents of First-Aid Supplies (MHLW Notice “Kihatsu” No. 1201-1, December 1, 2021)

The provision requiring a **uniform list of items** to be kept at **all workplaces** has been **deleted**.

Rationale:

- When a worker is injured or becomes ill due to an occupational accident, the **basic principle** is to **transport the worker promptly to a medical institution**.
- The **types and incidence of injuries/illnesses differ by workplace**, so the necessary supplies should be determined **case by case** at each workplace.

When Equipping a Workplace with First-Aid Supplies

Stock **items necessary for first aid** in line with the types of **occupational accidents and illnesses reasonably anticipated** at the workplace, taking into account the **opinion of the occupational physician**, and the **findings/deliberations of the Safety and Health Committee** and other reviews.

It is **advisable** to also provide **infection-prevention items** to be used when treating injured persons, such as **masks, disposable (vinyl) gloves, and hand-cleansing agents**.

When an occupational accident occurs, establish in advance:

Criteria for deciding whether to **transport the worker promptly to a medical facility** or to **provide first aid on site**; and

A **response protocol** summarizing the **storage locations** of first-aid supplies and their **methods of use**, etc.

If a first-aid kit is installed, inspect it regularly
—for example, to ensure that nothing is past its expiration date.



Be ready—get trained.

If you take a **first-aid class**, you'll likely do **CPR more surely and confidently**.
Check out the FDMA's **online first-aid course for the public**—you can learn the **basics by e-learning**.

<https://www.fdma.go.jp/relocation/kyukyukikaku/oukyu/index.html>

Let's check the AED regularly!

AED batteries and pads expire. If it's been a while since installation, make sure they're still in date.

- ☑ **Status indicator** — Check and record the display (ready light/screen).
- ☑ **Consumables** — Put a due-date label on the pads and battery, and replace on the date shown.

Labels come from the maker/seller; ask them if you need details.

