

DIAL 112

(OPERATORS SPEAK YOUR LANGUAGE)

1 ASSESS IF THE EMERGENCY IS LIFE-THREATENING

BY CHECKING IF THE PATIENT IS DISPLAYING ANY OF THE FOLLOWING LIST OF SYMPTOMS

- Loss of consciousness
- Severe central chest pain
- Severe shortness of breath
- Severe abdominal pain
- Head injury
- Severe sudden headache
- Stroke symptoms: One-sided weakness, loss of speech, or facial asymmetry

112 THE SPANISH MEDICAL EMERGENCY NUMBER

The number can be dialed direct from any mobile (Spanish, or otherwise), or land line, including pay-phones. The service is free of charge and available 24 hours a day, 7 days a week.

There are operators available who speak six languages, including Spanish, English, German, French, Italian and Russian.

IF ANY OF THESE SYMPTOMS ARE EVIDENT, WHATEVER YOUR LOCATION, DIAL 112 IMMEDIATELY

2 WHAT WILL HAPPEN AFTER YOU CALL 112

If you are in La Manga Club you will be asked for your full address and your La Manga Club post code **30389**. You may be asked the name of the region you are in, which is Murcia; the nearest city, which is Cartagena; and the nearest town, which is Los Belones. Remember the correct name of the resort is La Manga Club Campo de Golf.

Give the patient's name, age, past medical history and describe the current symptoms. An emergency ambulance, with a paramedic and doctor will immediately be dispatched to the La Manga Club Control 1 (main entrance). The local ambulance service will alert security staff at Control 1 that an ambulance is on its way. They will also advise the location/address of the patient within the resort, thereby allowing a security person to attend the patient and assist until the 112 ambulance arrives. However, bear in mind that it may take time to reach you, possibly up to 30 minutes, or more.

Please remember that even though they are very close to La Manga Club, the Maribel, Rusticana and Canela restaurants are off-resort. Therefore, security staff do not have authority to attend.

Wherever you are in Spain, 112 is the emergency number to call, even if you are unaware of your exact location, as the 112 service will be able to locate you from your mobile. This is particularly important if you are injured, or lost whilst out walking.

WHETHER THE PATIENT IS LOCATED AT LA MANGA CLUB, OR OFF-RESORT, THE FIRST PRIORITY IS TO ASSESS IF LIFE-THREATENING SYMPTOMS ARE BEING DISPLAYED. IF YES, FOLLOW THE INSTRUCTIONS IN 1 ABOVE

LIFE-THREATENING EMERGENCIES

IMMEDIATELY DIAL 112

3 LOCATED ON-RESORT AT LA MANGA CLUB

IF YOU HAVE A NON LIFE-THREATENING EMERGENCY AND ARE LOCATED AT LA MANGA CLUB, CALL THE MAIN SWITCHBOARD AT THE RESORT USING THE TELEPHONE NUMBERS LISTED BELOW

- ■ (+ 34) 968 175 000 from any mobile (please save it in your mobile)
- ■ (+ 34) 968 175 000 from any external line
- ■ 1999 from any internal Club telephone extension

The switchboard operator will contact resort security, who will attend and assess the situation. The on-duty doctor will be informed and make a decision, as to whether, or not, it is necessary to call the emergency service, or if they should attend themselves.

DO NOT CALL THE 112 NUMBER IF THE EMERGENCY IS NON LIFE-THREATENING

4 LOCATED OUTSIDE LA MANGA CLUB

Go direct to the nearest hospital, with an emergency department.

The nearest hospital to La Manga Club, with an Accident & Emergency department, being the Santa Lucia hospital, which is located some 20/30 minutes away, just outside Cartagena city centre.

Santa Lucia Hospital

- ■ From La Manga Club take the RM12 dual-carriageway in the direction Cartagena
- ■ At the junction with the AP7, follow the signs to Cartagena and filter left onto the CT-32 motorway
- ■ At the next junction, look for the Espacio Mediterraneo shopping centre, ahead and on the right
- ■ Drive onto the fly-over and on the other side filter left onto the A-30 motorway
- ■ Take the first right exit signed to the Puerto (port) onto the CT33 road
- ■ At the first large roundabout turn into the hospital, which is a large, modern building on the left
- ■ There is a large car park and the emergency department is sign-posted Urgencias

DO NOT FORGET TO TAKE THE FOLLOWING ITEMS WITH YOU

- ■ Passport
- ■ Personal Medical Passport Form
- ■ Current Medication
- ■ EHIC/Spanish medical card
- ■ Money (for drinks/food, etc and possibly a taxi home)

ALTA MEDICAL DISCHARGE DOCUMENT

After treatment you will receive ALTA medical discharge document before you leave. This lists your reason for entering hospital, medical history, the names of doctors who treated you, details of analysis, scans and any other treatments received. It will also include a prescription for any medication you may require and further information regarding wound cleaning, stitches removal and, where necessary, a further appointment.