

When to call an ambulance for a customer with Covid-19 being supported in a Northcott home

The signs below are not specific to Covid-19, but are of special concern in a person with Covid-19.

If someone is showing any of these signs,* seek emergency medical care by calling **Triple Zero** (000) immediately:

- trouble breathing
- persistent pain or pressure in the chest
- new confusion or difficult to rouse
- inability to wake or stay awake
- pale, grey, or blue-coloured skin, lips, or nail beds, depending on skin tone
- cold and clammy or pale and mottled skin
- little or no urine output
- coughing up blood.

*This list is not all possible symptoms.

Notify the 000 operator that you are seeking care for someone who has Covid-19.

Call the customer's GP or HealthDirect on 1800 022 222 for any other symptoms that are severe or concerning to the customer.

The advice on this document is in addition to, and does not replace, the instructions in the No Assumptions campaign and other policies.