

# If you become acutely ill or suffer an injury

Call the right number  
first and get the right  
help





## ALARM 112

- Always call 112 to get emergency help in the event of life-threatening acute illness or injury.
- You can call 112, 24 hours a day.
- Alarm 112 assesses your needs and can send an ambulance, for example.



## YOUR OWN DOCTOR

- Call your own doctor if you need help between 8 am and 4 pm in the event of acute illness or minor injuries.
- If the clinic is closed, your doctor will refer you to a colleague on his answering machine.



## EMERGENCY HELPLINE 1813

- Call 1813 in the event of sudden illness, outside your own doctor's opening hours.
- Always call 1813 if you think you need treatment at an acute admission centre or an emergency clinic (formerly called a skadestue).
- Emergency helpline 1813 is staffed by nurses and doctors who will assess which kind of treatment you need. They can for example refer you to an acute admission centre or send a doctor to you.
- If your problem can wait, the emergency helpline 1813 will normally refer you to your own doctor. 1813 may also assess that you are able to cope with your problem yourself.

# RING **1813**, before you visit an acute admission centre

- **Call first and make waiting time shorter**

If you arrive without notice at an acute admission centre or an emergency clinic you will be given the assistance you need, but you will normally have to wait longer than the patients who have joined the queue through emergency helpline 1813.

- **Call first and get the right help**

Acute admission centres and emergency clinics provide different forms of treatment, and have different opening hours and waiting times.

When you call in advance, emergency helpline 1813 will make sure that you come to the right place.

- **Call first and make an appointment**

If emergency helpline 1813 refers you to an admission centre or emergency clinic, you will be given a time for an appointment – so you can wait at home, and this shortens the time you have to wait at the hospital.

# EMERGENCY MEDICAL SERVICES IN THE CAPITAL REGION



## Alarm 112

Call 112 if you need urgent medical assistance because of acute life-threatening illness or injury.



## Emergency helpline 1813

Call 1813 if you need help in the event of injury or sudden illness. You must always call 1813 if you think you need medical treatment at an acute admission centre or an emergency clinic (formerly called a skadestue).



## Acute admission centres

Acute admission centres are open 24 hours a day. They provide treatment for both serious and minor injuries and sudden illnesses. Children under 12 years of age with acute illnesses are only treated at acute admission centres.

There are acute admission centres at Bispebjerg, Herlev and Hvidovre hospitals, The North Zealand Hospital Hillerød and at The Hospital of Bornholm.



## Emergency clinics

Emergency clinics are open from 7 am. to 10 pm. They treat minor injuries and acute illnesses.

There are urgent clinics at Amager, Glostrup, Gentofte and Frederiksberg hospitals, as well as at the North Zealand hospital Frederikssund and the Health Care Centre in Helsingør.



## Your own doctor

You can contact your own doctor between 8 am and 4 pm on weekdays. Your doctor can treat illnesses and minor injuries, as well as refer you to for further treatment or examination. Your doctor's telephone number and address are printed on your health card.



## Psychiatric admission centres

You can receive urgent help at a psychiatric admission centre. There are psychiatric admission centres at several places in the Capital Region. You can find addresses and opening hours on [www.regionh.dk/akut](http://www.regionh.dk/akut) Call 1813 if you are in doubt about what to do.



## Emergency dentist

Call 1813 if you have broken a tooth or suffer from toothache outside your dentist's opening hours.



## Poison control hotline

Call the poison control hotline on 82 12 12 12 if you have been poisoned, or suspect you have been poisoned.

## Emergency medical assistance on a mobile phone



Download the free app "Akut-hjælp" in App Store or Google Play and look up addresses and opening hours for acute admission centres, emergency dentists etc.

Find addresses and more information on [www.regionh.dk/akut](http://www.regionh.dk/akut)