



BEFORE YOU CALL 911

拨打 911 之前须知

Bilingual Emergency Reference Sheet · 双语急救参考单

WHEN TO CALL 911 · 什么时候拨打 911

Call 911 for:

以下情况请拨打 911:

- Chest pain or difficulty breathing
- Unconscious or unresponsive person
- Severe bleeding that won't stop
- Stroke: face droop, arm weakness, slurred speech
- Choking or seizure
- Severe allergic reaction
- Fire, gas leak, or smoke
- 胸痛或呼吸困难
- 有人昏迷或失去意识
- 持续严重出血
- 中风: 面部下垂、手臂无力、言语困难
- 窒息或癫痫发作
- 严重过敏反应
- 火灾、煤气泄漏或烟雾

HOW TO CALL 911 · 如何拨打 911

- 1 Dial 9-1-1 on any phone (free)**
用任何手机拨打 9-1-1 (免费)
- 2 Stay calm. The dispatcher will help you.**
保持冷静。调度员会帮助你。
- 3 Say: "I need help" + your address**
说: "I need help" (我需要帮助) + 地址
- 4 Say: "I need a Mandarin interpreter"**
说: "I need a Mandarin interpreter" (我需要中文普通话译员)
- 5 Do NOT hang up until help arrives.**
救援到达前不要挂断电话。

GOOD TO KNOW · 小贴士

911 works on any phone, even without a SIM card or phone plan.
911在任何手机上都能拨通, 即使没有SIM卡或未开通手机套餐。

Your phone's GPS helps them find you, even if you can't say your address.
即使你说不出地址, GPS也能帮助定位。

Called by accident? Tell them. You will NOT get in trouble.
不小心拨打了? 告诉他们即可。不会招来麻烦。

KEY PHRASES · 关键短语

I need help.

我需要帮助。

I need an ambulance.

我需要救护车。

I need a Mandarin interpreter.

我需要中文普通话译员。

My address is ____.

我的地址是 ____。

Someone is not breathing / unconscious / bleeding.

有人呼吸停止/昏迷/在流血。

THE DISPATCHER WILL ASK · 调度员会问

What is your emergency?
发生了什么紧急情况?

What is your address?
请告诉我你现在的地址

Is the person conscious? Breathing?
伤者还有意识吗? 还在呼吸吗?

How many people are hurt?
有几个人受伤?

Are you in a safe location?
你现在所处的位置安全吗?

DO NOT CALL 911 FOR · 以下情况请勿拨打 911

- Noise complaints · 噪音投诉
- Power outages · 停电
- Asking for directions · 问路
- Non-urgent health questions · 非紧急健康问题

For non-emergencies, call your local police non-emergency line. · 非紧急情况请拨打当地警方非紧急电话。



YOUR RIGHTS IN A MEDICAL EMERGENCY

您在医疗紧急情况中的权利

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EMERGENCY ROOMS MUST TREAT YOU · 急诊室必须为您治疗

By federal law (EMTALA), every hospital emergency room must screen and treat you regardless of your immigration status, insurance, or ability to pay.

根据联邦法律（EMTALA），每家医院急诊室都必须为您检查和治疗，无论您的移民身份、保险状况或支付能力如何。

RIGHT TO AN INTERPRETER · 您有权获得口译服务

- **Hospitals must provide a qualified interpreter at no cost**
• 医院必须免费提供合格的口译员
- **You can request an interpreter in any language**
• 您可以要求任何语言的口译服务
- **Do not rely on children or family members to interpret**
• 请不要依赖儿童或家人来翻译

Say: "I need a Mandarin interpreter" · 说: "I need a Mandarin interpreter" (我需要中文普通话译员)

IMMIGRATION STATUS · 移民身份

You will NOT be asked about your immigration status when you call 911 or go to the emergency room. Your medical information is protected by privacy laws (HIPAA).

拨打 911 或前往急诊室时，不会询问您的移民身份。您的医疗信息受隐私法（HIPAA）保护。

WHAT TO EXPECT · 会发生什么

- 1 EMTs arrive and assess the situation**
急救人员到达并评估情况
- 2 They may ask about medications, allergies, and history**
他们可能会询问用药、过敏和病史
- 3 You may be taken to the hospital by ambulance**
您可能会被救护车送往医院
- 4 At the ER, a triage nurse will assess urgency**
到达急诊室后，分诊护士会根据病情紧急情况安排就诊顺序
- 5 You can ask for an interpreter at any point**
您随时可以要求口译服务

ABOUT BILLING · 关于费用

- **You may receive a bill, but cannot be turned away for inability to pay**
• 您可能会收到账单，但不会因无力支付而被拒诊
- **Ask the hospital about financial assistance programs**
• 可向医院咨询经济援助计划
- **You have the right to request an itemized bill**
• 您有权要求提供详细账单

WRITE YOUR INFORMATION HERE · 在此填写您的信息

My address 我的地址: _____

My phone 我的电话: _____

Allergies 过敏: _____

Medications 用药: _____



www.BeforeYouCall911.org

Keep this sheet at home near your phone · 请将此单放在家中电话旁