

Emergencies, Crisis Lines and Medical Help

Phone numbers for the national emergency services: fire, police and ambulance. Contact details for drug help, crisis lines, emergency medical help, plus on-duty pharmacists

Service	Telephone
Medical Service (Ambulancia)	Tel: 061
National Police (Policía Nacional)	Tel: 091
Local Police (<i>Policía Municipal</i>)	Tel: 092
Fire Service (<i>Bomberos</i>)	Tel: 080
Sea Rescue (<i>Salvamento y seguridad marítima</i>)	Tel: 900 202 202
Pan-European emergency number	Tel: 112

Pan-European emergency number: calls to 112 are free from any phone (mobile or cellular or fixed-line).

Medical Emergencies

In case of a medical emergency go directly to a hospital, where emergency services are generally available. A social security health card (TSI), a European Health Insurance Card (EHIC) for an EU resident visiting Spain, or proof of private insurance should be presented at the hospital.

Note: The EHIC card gives the right to free emergency treatment for residents of EU/EEA countries in state hospitals or clinics only. Treatments not qualifying as an emergency are not free. Bilateral agreements exist with some countries such as Peru, Paraguay, Ecuador, Chile, Brazil and Andorra. Citizens from these countries may benefit from free medical treatment in cases of medical emergencies or accidents. Citizens of other countries should have private medical insurance when travelling to Spain.

Crisis and Help Lines

Service	Telephone
Crisis Lines	Tel: 966 421 434
Drugs	Tel: 915 620 420
HIV/AIDS	Tel: 902 424 424
Child Abuse	Tel: 917 262 700
Women Abuse	Tel: 900 100 009
Suicide/Crisis Line	Tel: 966 421 434
Red Cross	Tel: 963 677 375
Anti-Poison	Tel: 915 620 420
Emergency Doctor and Hospitals	Tel: 112
Emergency Dentists	Tel: 961 496 199
Emergency Vet	Tel: 963 744 731
Pharmacy/Chemist On Duty	Tel: 963 600 313
Costa Blanca SAMARITANS English-language Costa Blanca-based helpline provides free, confidential emotional support. Takes calls from English speakers anywhere in Spain. Open: Monday to Friday, 19:00-22:00	Tel: 902 88 35 35
Helpline for Women in Violent Situations	Tel: 900 580 888 Website

Helpline for the Elderly (<i>Telefono Dorado de Atención a la Tercera Edad</i>)	Tel: 900 222 223
24-hour Information and Helpline for Women (<i>Telefono de Información y Denuncias</i>)	Tel: 900 191 010
24-hour Social Help Centre	Tel: 900 703 030
Minors' Helpline	Tel: 900 202 010 Website (in Spanish)

Glossary of Emergency Terms and Phrases

English	Spanish
Accident	<i>Accidente</i>
Emergency	<i>Emergencia/Urgencia</i>
I need an ambulance	<i>Necesito una ambulancia</i>
I need a doctor	<i>Necesito un médico</i>
I need the police	<i>Necesito la policia</i>
Heart attack	<i>Ataque cardiaco/Infarto</i>
Strokes	<i>El accidente vascular cerebral</i>
Very sick	<i>Muy mal</i>
Ambulance	<i>Ambulancia</i>
Emergency services	<i>Servicios de urgencia</i>
Doctor	<i>Médico</i>
Fire Service/Brigade	<i>Bomberos</i>
Medical centres	<i>Centros médicos</i>
Pharmacy	<i>Farmacia</i>
Samaritans	<i>Teléfono de la Esperanza</i>
Serious illness	<i>Enfermedad grave</i>

Understanding the Police Services

National Police (*Policía Nacional*): cover mainly urban areas across Spain. Their duties include dealing with terrorism, national security, protecting national and international dignitaries and combatting crime with a national impact (spread across different regions).

Civil Guard (*Guardia Civil*): is a military force that operates mainly in rural areas and is responsible for dealing with robberies, drug offences, murders and fatal traffic accidents.

Local Police (*Policía Municipal*): cover towns and cities. In general they deal with traffic control and offences, lost property and crimes such as muggings and neighbourhood disputes.

Pharmacies

Pharmacies (*farmacias*) are generally open from Monday to Friday from 09:30 to 14:00 and 17:00 to 21:30, and Saturday 09:30 to 14:00. Information about pharmacies open 24 hours a day (*Farmacia de guardia*) can normally be found on the window or doors of any pharmacy.