

# IN THE CASE OF CUSTOMER'S ILLNESS

1

Ensure patient's safety

2

**Call a doctor on duty / 112** Description of illness.  
Consultation on whether the patient needs to be hospitalized

3

Make sure the patient is treated as well as possible and provide appropriate first aid if necessary

4

Prepare for the arrival of paramedics if applicable

5

Take care of relatives / fellow travelers and other guests

6

Fill out an incident report

