

EMERGENCY SERVICES

Security and health care are important issues whether on holiday or living in Thailand. For Tourists, the primary concern is medical emergencies or being the victim of a crime. The following offers some useful information about emergency services. Also, visit the Living in Thailand pages for more information on these subjects.



MEDICAL EMERGENCIES - Ambulance service can be provided by the major hospitals, but they are dispatched after contacting the hospital. Thus there will be a time delay dependent upon how close you are to the Hospital. However, they probably offer the most skilled medical technicians - Bangkok Hospital Pattaya has a Cardiac Care ambulance fully equipped for cardiac emergencies and will have a doctor on board. If you are taken ill, the international hospitals can dispatch a doctor for a hotel visit. The [Emergency & Useful Numbers page](#) shows the contact numbers to obtain ambulance service.

Most often, the first emergency responder will be the Sawang Boriboon Foundation, a volunteer service. Their staff has received training. They are based in Naklua and South Pattaya. Although they have an ambulance, they also may respond and transport with a pickup truck. Their emergency number is 038-488-882. More information can be obtained from their website <http://www.rescuesouthpattaya.com/>



POLICE ASSISTANCE - Although the police are all part of the Royal Thai Police force, they have different roles and jurisdictions. In Pattaya you have five police agencies that you may come in contact with - Banglamung, Pattaya, Tourist, Highway, and Immigration. Club member and former Club Chairman Drew Noyes described the roles of these police agencies at a Club meeting - a summary of his talk appears below. For assistance, you will most likely call the Tourist Police, Pattaya Police, or Banglamung Police. Their address and telephone numbers are in the **Emergency & Useful Numbers page**.



PATTAYA CALL CENTER - In emergencies, you can telephone the Call Center at 1337, which is answered in English. You can then touch 9 for connection with an English speaking operator. Explain your emergency, your location, and ask them to request police and/or medical assistance. The 1337 service has direct Hotlines to the Police, Fire Department, Tourist Police, hospitals and government emergency services.



EMBASSY ASSISTANCE

Most foreign embassies offer assistance to their citizens when in Thailand. The type of assistance will vary depending upon the Embassy. The **Emergency & Useful Numbers** page includes a listing of consular offices based in Pattaya and a listing of foreign Embassies located in Bangkok.

- **Loss of Passport** - Report the loss to the police and obtain a police report. Contact your Embassy to learn what you need to do for replacement travel documents. Contact Thai Immigration to learn what you need to do regarding your permission to stay in Thailand and your departure card.
- **Arrest** - When you are in Thailand, you are subject to the laws of Thailand. If you are arrested for a criminal offense, you can ask that they notify a consular officer at your Embassy or have a friend or acquaintance notify them. Many Embassies advise their citizens that they can (1) visit you to determine that you are being treated humanely and not being discriminated against, (2) provide you with a list of local attorneys, and (3) notify your family of your arrest. They advise that they cannot interfere in the Thai judicial system or provide money for bail or attorneys.
- **Serious Injury** - Many Embassies can arrange to contact your family to apprise them of your situation. Some may offer financial assistance in the form of a loan or help you arrange for family or friends to provide funds depending on your country's policies.
- **Death** - In the event of a foreigner's death in Thailand, the Thai police notify the foreigner's Embassy. Autopsies are normally performed if the deceased has died outside of a hospital or if the cause of death cannot be determined. Autopsies are performed within twenty-four hours after the Thai forensic authorities receive the remains. Full autopsy reports are not available for up to three months after the completion of the examination. Many Embassies will notify the next of kin and assist them in making arrangements for the disposition or repatriation of the remains. In most cases, funeral arrangements in Thailand or shipping of the remains will be an expense of the deceased's family or legal representative.
- **Registration With Your Embassy** - Many Embassies have a registration process so that you can notify them that you are in Thailand. This is usually a good idea as it will allow your Embassy to contact you with any travel warnings or locate their citizens in the event of natural disasters or civil disturbances.



The links below can be used for registration of citizens of Australia, Canada, New Zealand, UK, and USA with their Embassies.



Australia

[Assistance](#)
[Registration](#)



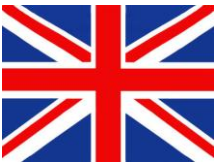
Canada

[Assistance](#)
[Registration](#)



New Zealand

[Assistance](#)
[Registration](#)



UK

[Assistance](#)
[Registration](#)



USA

[Assistance](#)
[Registration](#)

PRESENTATION AT CLUB ABOUT PATTAYA POLICE JURISDICTIONS

The Club often has speakers on subjects of interest. The following summary is from the Club's Newsletter on the topic of the various Police jurisdictions in Pattaya. The telephone numbers listed for police departments are included on the **Emergency and Useful Numbers** page.



Pattaya City Expats Club Newsletter - June 3 to 10, 2007

LAST WEEK'S MEETING

Roger Fox, MC, introduced as our speaker, a man who really needs no introduction – Drew Noyes, our font of information about where to obtain government services. A few weeks back, Drew presented us with information on some of the activities of the Nai Amphur (District Chief). At last week's meeting he gave another informative presentation. His topic was "How and Where to Get Police Help in Pattaya."

Drew explained that there were 5 different police agencies one might become involved with depending upon location of an accident or crime. The Tourist Police can be contacted for assistance or crime reporting if expats or foreign visitors are involved. The Tourist Police work with the other police agencies that may also have jurisdiction. The benefit in contacting the Tourist Police is that they tend to have more English speaking officers and they have "volunteers" that speak other languages working with them.

Most people think of contacting the police only when they need to report a crime or accident. However, police reports are often needed in order to replace lost items, such as ID card (for Thai), bank book, or passport. Also, if you receive a bad check, this should also be reported to the police. You also may have to visit the appropriate police station to retrieve your motorcycle or drivers license if caught driving without a helmet, drivers license, or are involved in a car accident. For these events, you would most likely report the matter to either the Pattaya or the Banglamung Police.

Pattaya police service all of Pattaya City and some parts of Naklua and Banglamung. Their main station is located at Soi 9 and Beach Road (they also have a substation at Dongtan (Jomtien) Beach). The Banglamung Police service most of Naklua and Banglamung including the area East of the railroad tracks on the other side of Sukhumvit Road. Their office is North on Sukhumvit Road where it intersects with Naklua Road (Drew pointed out that Naklua Road goes North from the roundabout and then turns right to intersect with Sukhumvit).

In the event of an accident on any public road, Drew suggested that you contact the Highway Police. They are located on Sukhumvit near Pattaya Tai (South Road). Drew also noted that many may not be aware that the officer investigating the scene of an accident does not make the determination of fault. The officer makes a report at the station to his superior, usually the duty officer. The duty officer will make the decision as to who is at fault.

Another police agency is the Immigration Police who have jurisdiction over visa violations, international crime, foreigners working without a work permit, and those who overstay their permitted

time in Thailand. He also mentioned that Interpol, who work out of an office in the Ministry of Foreign Affairs in Bangkok, may be involved with assisting the Thai Police for investigations involving fugitives from other countries, money laundering, and intellectual property crime.

Drew recommended that all of us should store the appropriate police numbers in our mobile phones. For this purpose, he provided the following numbers: Pattaya Police 038-420-802/5; Banglamung Police 038-221-991 or 038-221-800/1; Tourist Police 038-429-371; Highway Police 038-425-440; and Immigration Police 038-252-751.

Roger Fox did the MC honors, Gary Hacker provided the Forthcoming Events and Mike North described the activities of the Special Interest Groups. The meeting concluded with the usual Open Forum conducted by Bob L'Etoile.