

Emergency Services Access in Nouvelle-Aquitaine

**Need to access an emergency service near your home or vacation spot?
We provide up-to-date information.**

The Regional Health Agency of Nouvelle-Aquitaine and healthcare facilities are doing everything possible to ensure the 24/7 operation of all Emergency Services in the region, thereby guaranteeing the quality and safety of urgent care.

However, some services may occasionally face high demand or staff shortages. In such cases, they must adapt their operations and public access procedures.

Several situations may arise:

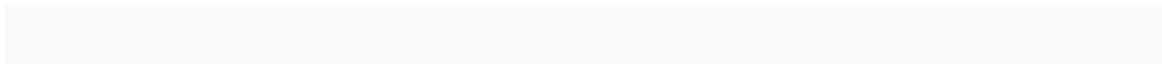
Emergency Service status	Impact on the Public	Recommended Behavior
24/7 Access without Regulation	Emergency service open to the public – normal reception conditions	Even if the emergency service is open 24/7, and unless it is a life-threatening emergency, follow this behavior: <ul style="list-style-type: none">• Contact your general practitioner first;• If unavailable, consult the care location map at santé.fr;• If no options are available, call 15 or 112 before going to the emergency room. The regulating doctor will offer appropriate care (medical advice, appointment within 24–48 hours with a nearby doctor, referral to an on-call doctor or emergency service

Emergency Organization	Impact on the Public	Recommended Behavior
		if needed, or dispatch of a medical team to your home).
Permanent Regulation	<p>Patients cannot go directly to the Emergency Room and must call 15 or 112 first. Access is regulated by SAMU/SAS during certain hours.</p> <p>Emergency services still treat patients requiring urgent care, but their condition is assessed by the doctor at 15 or 112.</p>	<p>During the affected hours, do not go to the Emergency Room without calling 15 or 112. You may:</p> <ul style="list-style-type: none"> • Receive medical advice by phone • Be referred to an on-call doctor • Be referred to an emergency service if needed • Have a medical team dispatched to your home
Temporary Regulation	<i>Same as above</i>	<i>Same as above</i>
Emergency Suspension	<p>Emergency service temporarily not accepting patients due to specific difficulties.</p>	<p>During the affected hours, do not go to the Emergency Room without calling 15 or 112. You may:</p> <ul style="list-style-type: none"> • Receive medical advice by phone • Be referred to an on-call doctor • Be referred to an

Emergency Organization	Impact on the Public	Recommended Behavior
		<p>emergency service if needed</p> <ul style="list-style-type: none"> • Have a medical team dispatched to your home

Check the updated status of Emergency Services in Nouvelle-Aquitaine (open, regulated, or suspended services)

Emergency – Situation in Nouvelle-Aquitaine (PDF, 149.23 KB)



medical offices open on certain evenings and weekends.
The map is regularly updated to reflect real-time availability and opening hours.