



995, 1777 or NurseFirst? Singapore Care Routes

Description

Call 995 for a life-threatening emergency. For non-life-threatening medical advice, SCDF directs the public to NurseFirst at 6262 6262. The 1777 non-emergency ambulance number remains in the current transition but will cease from 1 January 2027.

Start with the decision table

Situation	Decision signal
Unconsciousness, severe breathlessness or major trauma	Call 995 now
Stable symptoms but medical guidance is needed	Call NurseFirst 6262 6262
Non-emergency transport is required	Choose a listed private ambulance operator
SCDF conveys a non-emergency case	SCDF states a S\$274 charge can apply
Planning for 2027	Do not save 1777 as the long-term route

Emergency signs override cost anxiety

[Woodlands Health NurseFirst helpline](#) gives examples. If the person may be in immediate danger, call 995 and describe location, symptoms and hazards rather than comparing transport prices.

NurseFirst is a triage route

[SCDF Emergency Medical Services](#) lists 6262 6262 for advice on non-life-threatening conditions. A nurse can guide the next care step but cannot examine the patient through the phone.

1777 is being retired

SCDF says 1777 ceases on 1 January 2027. Update household and workplace emergency cards now so an old number does not create delay later.

Private ambulances need verification

Use the operator list linked by SCDF and ask about scope, availability and price. A commercial operator is not the authority on emergency symptoms.

Prepare the essential facts

Give the exact unit or landmark, callback number, age, main symptom, consciousness and breathing status. Send someone to guide responders where safe.

Worked application

A household card can have three bands: red 995 and emergency examples; amber NurseFirst 6262 6262; blue two pre-checked private operators for planned transport. Review it before 1 January 2027 and remove 1777 after the transition.

Action checklist

1. Recognise emergency warning signs
2. Call 995 without delay
3. Use NurseFirst for stable advice
4. Verify private operators via SCDF
5. Save address and access instructions
6. Prepare medication details
7. Update cards before 1 January 2027

Keep a decision record another person can audit

The reader task is specific: choose the right route quickly without delaying a genuine emergency. Create a short file showing the controlling fact, when it was checked, the evidence retained and who owns the next action. A changed date, amount, person, address, service screen or eligibility result can alter the outcome even when the broad rule stays the same.

#	Control	Evidence	Failure signal
1	Recognise emergency warning signs	Authority readback	Using NurseFirst for an obvious emergency
2	Call 995 without delay	Dated statement or screen	Calling 995 for routine transport
3	Use NurseFirst for stable advice	Calculation inputs	Saving 1777 indefinitely
4	Verify private operators via SCDF	Written approval	Choosing an unverified advertiser

#	Control	Evidence	Failure signal
5	Save address and access instructions	Receipt or reference	Giving only a building name
6	Prepare medication details	Photo or versioned document	Using NurseFirst for an obvious emergency
7	Update cards before 1 January 2027	Outcome check	Calling 995 for routine transport

The two original tools in this guide—a colour-coded three-route decision card and a 2027 household contact-update checklist—do different jobs. The first structures the choice; the second tests it against a concrete case. Neither should be copied into another case without refreshing every input and recording the extraction date.

What the primary sources establish

Source	Claim used	Freshness control
SCDF Emergency Medical Services	995 use, non-emergency charge, 1777 cessation and NurseFirst route.	Checked 2026-07-18; re-open before acting
Woodlands Health NurseFirst helpline	6262 6262, operating hours, urgent non-life-threatening use and emergency examples.	Checked 2026-07-18; re-open before acting

These sources are linked beside the claims they support. If a live service, formal notice, contract or officer's written response differs from a general page, keep both and ask which newer fact or rule produces the difference. Do not choose the more convenient answer without resolving that conflict.

For adjacent questions, continue with our [OneService reporting guide](#) and [HSA illegal-health-product explainer](#). Each serves a separate next-step intent.

Run a final verification before committing

Start with the first decision signal in the table: **Unconsciousness, severe breathlessness or major trauma**. Confirm whether the present facts really support “call 995 now”. Then test the opposite edge case—**Planning for 2027**—because that is where an apparently simple plan can fail. Write the answer in plain language and attach the dated evidence; do not leave an unspoken assumption in a spreadsheet cell.

Next, ask another adult or colleague to reproduce the worked application without seeing the result. Give that person only the source links and inputs. If the answer changes, identify whether the difference comes from arithmetic, definition, timing or judgement. Recalculate using the live figure, retain both versions and state why the later one controls. This check is especially important when the choice depends on SCDF Emergency Medical Services and Woodlands Health NurseFirst helpline.

Finally, rehearse the first three actions—recognise emergency warning signs; call 995 without delay; use nursefirst for stable advice—and set a stop point before any payment, filing, booking, upload or

irreversible instruction. The stop point is reached if a required approval is absent, a source has changed, the named person cannot confirm the facts, or the downside in using nursefirst for an obvious emergency is still possible. This makes the guide usable under pressure and gives the next person enough context to continue without guessing.

Errors that change the outcome

- Using NurseFirst for an obvious emergency
- Calling 995 for routine transport
- Saving 1777 indefinitely
- Choosing an unverified advertiser
- Giving only a building name

Keep the dated authority pages, calculation inputs, confirmations and advice used for the decision. This article applies public information to a general fact pattern and does not determine an individual application, contract, tax position, medical need or legal dispute. Recheck the primary source immediately before acting.

Questions readers ask

When should I call 995?

For a life-threatening emergency or the serious situations described by SCDF.

What is NurseFirst's number?

6262 6262 for non-life-threatening medical advice.

What happens to 1777?

SCDF says it will cease from 1 January 2027.

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