

In Case of Emergency

Exported from <https://www.theventanaview.com/emergency/> on Nov 24, 2024. Go there for the most up to date info. We depend on the entire community to help keep this often changing information up to date. Email ventana.view@gmail.com with corrections, updates and suggestions. See dialing instructions at the end of the document.

All Emergencies (911)

- Dial: 911
- No prefix, country code required
- English: none or limited
- Hours: 24/7

Ambulance

Please be aware that using the ambulance here is **not free**. The ambulance service is run by well trained and dedicated paramedics, on call all year, 24/7. Read more about how to get a membership that includes services and supports our local ambulance here: ambulanceproject.org.

Ambulance El Sargento (pay for use or included with membership)

- Lupita Cosio Barrera: 612-159-0468

Ambulance Los Planes (only pay for use)

- Alma Torres: 612-176-9136

Other ambulance services visiting from other regions of BCS are only pay for use & prices vary.

Trail Emergencies (Mountain Biking / Hiking)

LaVESTA

- If you have an emergency on the trails, text a WhatsApp message (+52 612 221 6416) to activate the LaVESTA volunteer rescue team.
- Learn more about LaVESTA (La Ventana & El Sargento Trail Association) [here](#). Please consider supporting us via [TrailForks](#) or [GiveLively](#).
- Rattlesnake bite antivenom: see "Doctor on Duty" Dr. Alberto Vazques Lomas. www.doctorondutyelsargento.com - +52 624 147 0507

Local Doctors / Medical Clinics / Pharmacy

Medical Clinic El Sargento

- 612-114-0089, Mobile 612-232-5960 (Emergencies)
- "Centro de Salud El Sargento" - across the street from Casa Tara
- English: none or limited
- Hours: Nurse: 8-2:30 M-F. Doc: 8-2:30 M, T, Th, F and 8-1 Sa,Su
- After Hours, for emergencies if the nurse is not available by phone, you can ask Elvia Geraldo (the home in front of the Pescaderia Perla), where the doctors sometimes stay
- Diagnosis and Prescriptions require consultation with the Doctor
- 100 Pesos for Doctor visit.
- Nurse Elizabeth is the consistent person, doctors are newly qualified doctors doing their rural practicum and are changed every 4 months

Farmacia/Doctor Del Sargento

- 612-114-0498 (pharmacy), 664-754-8459 (doc: cell/whatsapp)
- Directly across the street from Casa Tara
- Doctors - Dra. Ema & Dra. María José Flores (cell/whatsapp: 664-754-8459)
- English: Yes
- Hours: Doc: 8-5 M-F, 8-4 Sat. Pharm: 9-7 M-Sat, 9-5 Sun. Lab Service Wed. 8am-9am

Dr. Alberto Vazquez ("Doctor on Duty")

- 624-147-0507
- www.doctorondutyelsargento.com
- Next to Oxxo in El Sargento
- [directory listing](#) for more info

Medical Clinic Los Planes

- 612-114-4257, Mobile 612-137-7266
- "Centro de Salud Los Planes" - on the left on the main street before the Delegacion office and police Comandancia
- English: none or limited
- Hours 8am - 3:30pm, M-Sa. For emergencies after hours, call the Los Planes Police, who will contact a doctor, nurse or the ambulance as needed.
- 100 pesos for consultation with the doctor, 150 pesos for after hours

La Paz Hospitals

Fidepaz Hospital ("purple hospital", Private)

- 612-124-0400
- On Delfines street at the Walmart end of Abosolo
- If you have medical insurance or cost is not an issue
- Many of the staff speak a little English and they have pretty good facilities, equipment and specialists.
- Take your credit card, insurance card and passport.
- English: YES
- Hours: 24/7

Medical Center La Paz ("white hospital" Private)

- 612-124-1165
- Opposite the Fidepaz Hospital, at the Corner of Ave Pez Vela and Carretera Transpeninsular Al Norte.
- Medical insurance accepted
- medicalcenter.miadn.mx
- Take your credit card, insurance card and passport.
- English: Yes
- Hours: 24/7

Public Hospital (Salvatierra)

- 612-175-0500
- If you are on a tight budget, the Salvatierra public hospital is much cheaper but has fewer facilities and fewer staff with any English, longer wait times, and less personal attention.
- Go straight at the Soriana intersection, then 1st left on Paseo de las Deportistas and keep going for several blocks until you see a huge building on the right
- English: none or limited
- Hours: 24/7

Police

Comandante El Sargento, La Ventana

- 612-167-3907 (Victor)

El Sargento:

- 612-114-0433 - police station
- 612-107-4818 - On Duty Mobile (24/7)
- Use the On Duty cell phone number for emergencies after hours. This is a phone carried by the on duty officer in El Sargento.
- English: none or limited

- Hours: 24/7

Los Planes:

- 612-114-0462 (24/7) they will radio LV/ES Police on patrol

Auto Emergencies

La Paz Auto Emergencies (Transito)

- 682-129-4558
- For auto emergencies, this department is a combination of DMV and Police
- English: none or limited

Green Angels

- 078 or 01-800-987-8224
- For roadside assistance. 078 is posted on roadside signs in BCS but we were unable to make 078 work using our US cell phone.
- The 800 number is a Mexican 800 number, we also could not make this work from our US cell phone

Local Government

Local government - Delegacion El Sargento

- 612-114-0439

Local government - Delegacion Los Planes

- 612-114-4032

Tourist Protection

- 01-800-903-9200

Emergency Psychological Service

Dr. Robert Freeman

- 612-158-5762. Mexican Cell 612-158-5762
- Free CRISIS Intervention - Suicide, Domestic Violence, Extreme Emotional Distress
- Washington State Clinical Psychologist #2208 (retired)

Dialing Instructions

Dialing from a US/Canada cell phone

- Mexican land line: +52 & PhoneNumber
- Mexican cell phone: +52 & 1 & Phone Number
- NOTE: The + sign replaces the international dialing codes of 011 in the U.S. and 00 in Mexico which allows the programmed numbers to work seamlessly on both sides of the border.
- The plus sign (+) is normally entered by holding down the Zero key for a second.

Dialing Within Mexico

- Local Landline: 7 Digit Phone Number Only
- Long Distance Landline Number within Mexico: 01 & Area Code & 7 Digit Phone Number
- Local Cell Phone Number: 044 & Area Code & Phone Number

To dial a United States 800 number FROM Mexico, replace the 800 prefix with the prefix shown below:

- 800 numbers: Dial 001-880-then the number
- 866 numbers: Dial 001-883-then the number
- 877 numbers: Dial 001-882-then the number
- 888 numbers: Dial 001-881-then the number
- NOTE: there **may** be a charge associated with using these alternative prefixes, and in some cases we have heard that the alternative prefix does not work.

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