

Emergencies and Counselling Services

Emergency numbers

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Emergency numbers are available 24 hours a day. Short numbers (3 or 4 digits and 0800) are always free of charge. For other numbers, the normal rate applies.

Police: 117

For the police emergency switchboard.

Fire brigade: 118

For the fire brigade emergency switchboard.

Ambulances / First Aid / Rescue Service: 144

For the medical emergency switchboard.

Life-threatening emergencies are when there is a danger to someone's life.

Call 144 only when there is a danger to someone's life (life-threatening emergencies), or after a serious accident.

For all other medical problems which are not a life-threatening emergency, contact the family doctor or the doctor on call first (see below).

General emergency number: 112

For the police emergency switchboard. Depending on the type of emergency, the police will forward the request to other services (fire brigade, ambulance, etc.).

Rescue helicopter – REGA: 1414

For the emergency medical helicopter company. They are often called on by paramedics, fire brigades or the police.

Poisoning: 145

If a hazardous and toxic product has been swallowed. Or poisonous mushrooms.

On this number, a team will advise you and tell you what to do.

The website Toxinfo contains a great deal of information on the subject of poisoning.

Is there a life-threatening emergency? Is a person's life in danger? Then you have to call 144.

Jura Hospital (Hôpital du Jura) (non-life-threatening emergencies)

Non-life-threatening emergencies are health problems that need to be treated quickly but do not risk being fatal.

The cantonal emergency centre, open 24 hours a day, is located at:

Jura Hospital (Hôpital du Jura)

Faubourg des Capucins 30

2800 Delémont

032 421 24 26

In Porrentruy, the polyclinic provides care for various medical conditions, every day, from 9 a.m. to 6 p.m., with or without an appointment.

Polyclinic (Polyclinique)

Chemin de l'Hôpital 9

2900 Porrentruy

+41 (0)32 465 60 41 (outpatient unit)

+41 (0)32 465 60 42 (wound department)

The polyclinic can also refer patients to other departments.

For children, all you have to do is go to the hospital in Delémont.

Dentist on call: 032 466 34 34

To reach a dentist on call.

Doctor on call: 058 733 00 00

To reach a doctor on call.

Pharmacies on call

For the district of Delémont, call 032 423 22 23.

For Franches-Montagnes, call 032 952 12 01 or 032 952 12 03.

For the district of Porrentruy, a list of who is on call is available on the internet (link below).

Roadside rescue, TCS: 140 or 0800 81 78 18

In the event of a road accident or your vehicle breaks down, for a fee-based breakdown service.

The Outstretched Hand (La main tendue): 143

Do you have serious problems?

The Outstretched Hand is a listening service. You can talk about your problems and worries. Volunteers respond to your requests, they are high-quality, trained people. They respect professional secrecy.

The Outstretched Hand listens to you with respect, without judging you. They help you move forward.

For children and young people

Telephone numbers and websites for children and young people.

Number 147

Do you have problems and worries? Looking for someone to talk to?

You can call 147.

On this number, children and young people can talk about their problems (in French, German and Italian). Specialists listen to them, respecting professional secrecy.

This number is open 24 hours a day.

You can also get in touch by email, text message or chat.

CIAO.ch

On the CIAO.ch website you can ask questions and find out about all kinds of topics. You don't have to give your name. Questions and answers are anonymous. You can also chat with other young people.

Significant water leaks

Sometimes a water pipe breaks. When there is a lot of water, it causes serious damage. In this situation, please contact Delémont Industrial Services (Services industriels de Delémont) (SID) on 032 421 92 00 or the Water Service of the City of Porrentruy (Service des eaux de la ville de Porrentruy) on 032 465 96 20.

In villages, you must contact the municipality directly.

If you don't get an answer, call the fire brigade on 118.

Additional information (links, addresses, information sheets, brochures)

www.bonjour-jura.ch/en/emergencies-and-counselling-services/emergency-numbers