



084 124

SWEATSAFE ID

SWEATSAFE 50

SWEATSAFE 100

ER24 MEDICAL EMERGENCY SERVICE PROGRAM

ER24 will provide you with the following services as a result of your involvement in a Medical Emergency, subject to the limits of the Benefit Table:

Identification:

SWEATSAFE issues each new **ID, 50** and **100** member with a Velcro or silicon band and plastic membership card with the emergency number **084124** displayed on it. These items contain the member's unique pin number which gives the **ER24** emergency centre operator access to vital information supplied by the member and stored on the contact centre database. The database is created and maintained as part of the service.

Medical Advice and Information Hotline:

The **ER24** medical personnel, including paramedics, nurses and doctors, are available 24 hours a day to provide general medical information and advice. This is an advisory service, as a telephonic conversation does not permit an accurate diagnosis.

Emergency Medical Advice and Assistance Hotline:

In addition to the general medical information service, one call to the same number (**084124**) will trigger the **ER24** medical operators, who will guide you through a medical crisis situation, provide emergency advice or by organizing for you to receive the necessary support required.

This service includes referrals to Crises Lines in cases of:

- Family and domestic abuse
- Rape counselling
- Trauma counselling
- Child abuse
- Bereavement counselling
- HIV counseling
- Suicide hotline—LifeLine
- Poison Hotline

Emergency Medical Response to the scene of a Medical Emergency:

An appropriate road and/or air response will be undertaken utilizing an ambulance, a rapid response vehicle, a helicopter or a fixed wing aircraft (all of which are manned by appropriately qualified and experienced emergency care practitioners, paramedics or doctors) immediately to the scene of a medical emergency where appropriate life saving support will be provided to the member and where relevant, the member will be stabilized before transfer is provided to the closest appropriate medical facility.

Medical Transportation:

In the event of your involvement in Medical Emergency, ER24 will provide Emergency Medical Transportation by road and/or by air ambulance, under appropriate medical supervision, if necessary, to the nearest medical facility capable of providing adequate care. Medical considerations, the degree of urgency, your state and fitness to travel and other factors, including, but not limited to, airport availability, weather conditions and distance to be covered as assessed by the Contact Centre Doctor and support staff will determine whether transport will be provided by medically equipped aircraft, helicopter, regular scheduled flight, rail or road. ER24 will cover all the costs of the medical transfer as set out in Annexure B but reserves the right to bill a members medical scheme or policy that may cater for the medical transportation.

EXCLUSIONS:

Self-Inflicted Injuries Transportation

BENEFIT SUMMARY

ER24 will provide the Member with the following services as a result of a Medical Emergency within the Territory:

ER24 Medical Assistance

BENEFIT	LIMIT
Medical Information and Assistance Hotline	Telephonic Advice Only
24 Hour Emergency Medical Information	Telephonic Advice Only
Trauma/Crisis Lines	Telephonic Advice Only
24 Hour Medical Doctor	Available via Contact Centre 24/7
Emergency Response (24 hours)	Guaranteed
Medical Transportation(24 hours)	Included
Stabilizing	As required

Territory: South Africa; Lesotho and Swaziland

PLEASE NOTE:

- **No routine ambulance transfers**

- **No ambulance transport due to the members lack of transport**
- **Only medically justified transfer**