



SWEATSAFE---ER24 Medical Emergency Service Programme

Identification

SWEATSAFE issues each new ID, 50 and 100 member with a velcro or silicone wrist band with the ER24 emergency number 084 124 prominently displayed.

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

ER24 will provide the SWEATSAFE member with the following services when involved in a medical emergency

- Telephonic Trauma/Crisis Lines

24-hour telephonic assistance with referral to appropriate resources.

- Medical Information and Assistance Hotline

24-hour telephonic assistance to provide general medical information. This is an advisory and information service, as a telephonic conversation does not permit an accurate diagnosis.

- Emergency medical information

24-hour telephonic assistance – life saving medical advice accessed via 084 124. A medically trained professional will provide guidance in a medical crisis.

- Emergency Response and Stabilisation

ER24's Contact Centre will immediately dispatch an appropriate road or air ambulance which is staffed by appropriately qualified emergency medical care providers. Once at the scene of the incident, lifesaving support will be provided to the member and where necessary, the member will be stabilised before transfer is provided to the closest appropriate medical facility.

- Road Transportation

Road transportation refers to the transfer of an injured or ill patient to the closest appropriate facility utilising an ambulance



BENEFIT SUMMARY

ER24 will provide the SWEATSAFE 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
24 Hour Emergency Medical Information	Telephonic Advice
Trauma/Crisis Lines	Telephonic Advice
Emergency Response (24 hours)	Guaranteed / Included
Medical Transportation(24 hours)	Included
Stabilizing	As required

Territory: Republic of South Africa

PLEASE NOTE

- **No routine/inter-hospital ambulance transfers**
- **No ambulance transfers due to the members lack of transport**
- **Only medically justified transfer/s included**
- **Cost of treatment in Casualty Ward not included /covered**
- **Emergency call on 084 124**

*****SWEATSAFE is not a medical scheme**

*****The cover is not the same as that of a medical scheme**

*****SWEATSAFE membership / Medical Expenses Plan Policy is not a substitute for medical scheme cover**