



ER24 is **Medimed Medical Scheme's** contracted service provider for Emergency Medical Services throughout South Africa. **ER24** uses one national number **084 124** which operates 24 hours a day, 7 days a week to ensure that you and your family are always guaranteed assistance in the case of a medical emergency.

PLEASE remember that ambulance transfers are costly to the Scheme and non-emergency ambulance transfers will not be paid by, for example:

1. Where you or your family are well enough to go in a car, bus or taxi to see your doctor or go to the hospital as an outpatient;
2. If you do not require urgent medical attention for a life-threatening condition;
3. Transport home from hospital when you are well enough to be discharged;
4. When you are pregnant, with no complications and starting with labour;
5. When you need to be admitted for an operation.

What is a medical emergency? Here are some examples:

1. You have been seriously injured
2. You are unconscious or having a fit
3. You are in premature labour or have a problem with your pregnancy
4. You are unable to breathe
5. You are having chest pain
6. Children who have swallowed poison
7. If you have been caught in a fire and burnt

What to do in the event of a medical emergency:

1. Always call: **084 124**
2. If someone is calling on your behalf, tell them to call: **084 124**
3. Tell the **ER24** operator that you are a **Medimed Medical Scheme** member - they will prompt you or the caller through all the information they require to get help to you.

Very important: If you voluntarily call another Emergency Medical Services provider you may well be held liable for payment of the account!





Important: If you require any medical information to assist you in deciding whether an ambulance is required, please call **ER24** on **084 124** and ask to be put through to our 24-hour “Ask the Doctor” or “Ask the Nurse” Health Line. You will then be advised to do one of the following:

1. Go to the hospital (we will dispatch an ambulance if medically necessary);
2. Go to the doctor;
3. Go the pharmacy to obtain over-the-counter medication.

Remember: You can also call the **ER24** 24-hour crisis counselling line if you require assistance in the case of one of the following:

Bereavement; Suicide; Rape; Poison; Drug or alcohol abuse; Family crisis; Child abuse; HIV AIDS counselling.

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