

telephonic medical advice to members by qualified nursing sisters via the Netcare 911 24-hour Emergency Operations Centre and in accordance with current clinical best practice.

Emergency medical response by road or air from scene of medical emergency

Immediate response, using the most appropriate and closest road or air medical response vehicle staffed by doctors, nurses and paramedics administering instant, life-saving treatment, resuscitation and stabilisation.



Important contact details

Netcare 911 Head Office: 010 209 8911

Emergencies: 082 911

Health-on-Line: 082 911

Website: www.netcare911.co.za

E-mail: customer.service@netcare.co.za



Important information

We encourage you to share the content of this brochure with your family, so that they too will know what to do in an emergency situation.



Points to remember when calling 082 911

- Dial 082 911 if there is a medical emergency.
- Give your name and the telephone number you are calling from.
- Give a brief description of what has happened and try to explain how serious the situation is.
- Give the address or location of the incident as well as the nearest cross streets or other landmarks to assist paramedics to reach the scene as quickly as possible.
- Please, if possible, tell the Call Taker which medical scheme you belong to.
- Do not put down the phone until the controller has disconnected.



Netcare 911 at your service



Netcare 911 is South Africa's largest private emergency service, with highly skilled medical staff and a national network of emergency vehicles.

Netcare 911's doctor-based helicopters and fixed-wing aeroplanes can be dispatched, should it be required.

By simply dialing 082 911 from any landline or cellular phone, you and your dependants have access to excellent emergency medical care.

Ambulance authorisation procedure

In all instances, where possible, call Netcare 911. In the case of an inter-hospital transfer, When you are admitted to hospital, please inform the admitting hospital that you are a Netcare 911 member and that any transfers must be done through 082 911.

What to do with the vehicle stickers you receive

Vehicle window sticker

Netcare 911 encourages you to place the vehicle sticker you receive from your medical scheme on one of the side windows of your motor vehicle. This will alert any emergency service on the scene that you are a member of Netcare 911.

Your benefits include

Health-on-Line - emergency telephonic medical advice and information

Assistance and advice is just a phone call away through Netcare 911's **Health-on-Line**, which provides emergency as well as non-emergency