



ER24 MEDIC SERVICE PROGRAMME

ER24 will provide a Member with the following services as a result of a Member's involvement in a *Medical Emergency*, subject to the limits of the Benefit Table:

1. Emergency Medical Advice and Assistance Hotline:

One call to **084 124** will trigger the operators to dispatch the most appropriate emergency medical personnel and vehicles to respond to the emergency. These operators will guide the caller through a medical crisis situation by providing emergency advice e.g. CPR instruction, control of bleeding while the paramedics are en route. A Medical Doctor will be on duty in the Call Centre 24 hours a day, seven days a week.

2. General Medical Advice and Information Hotline:

The ER24 medical operators, including paramedics, nurses and doctors, shall be available 24 hours a day to provide general medical information and advice or will organise for the Member to receive the necessary support required. This is an advisory service, as a telephonic conversation does not permit an accurate diagnosis.

3. Referral Lines

In addition to general medical advice the ER24 operators will assist with referrals to Medical Practitioners and Medical Facilities as well as Crisis Lines in case of:

Trauma Counselling	Bereavement Counselling
Poison Hotline – In House	Suicide Hotline - Life Line
HIV Counselling	Rape Counselling
Family and Domestic Abuse	Child Abuse

4. Emergency Medical Response to the scene of a Medical Emergency:

An appropriate road and/or air response will be undertaken utilising 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/s and where relevant, the member/s will be stabilised before transport is provided to the closest most appropriate medical facility.

5. Medical Transportation:

In the event of a Member's involvement in a Medical Emergency, ER24 will provide Emergency Medical Transportation by road and/or by air ambulance, under appropriate medical supervision to the closest most appropriate medical facility capable of providing adequate care. Medical considerations, the degree of urgency, the Member's state and fitness to travel and other considerations, including, but not limited to, airport availability, weather conditions and distance to be covered as assessed by the Call Centre Doctor and support staff will determine whether transport will be provided by medically equipped aircraft, helicopter, regular scheduled flight, rail or road.

6. Escorted Return of Minors:

In the event of minor children being stranded as a result of a Member's hospitalisation, ER24 will provide transportation, under supervision where necessary, into the care of a person nominated by the Member, within the Territory.

EXCLUSIONS:

Blood and Medication Transportation