



**084 124**

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Ethics Line: 0800-005-316

Dear: **Stellenbosch University**

**ER24** welcomes you to our Family. As the leading South African emergency medical response company operating in the pre-hospital environment, we are proud to announce to you that **Stellenbosch University** has secured a contract whereby you as a **student** will enjoy preferential medical assistance as outlined in this communiqué. **ER24** strives to be the first call in any medical emergency and to respond in a way that reflects **realhelprealfast**.

**ER24** supports both private and public hospitals throughout the country and this makes us one of the most widespread medical emergency networks in Southern Africa.

Should you find yourself involved in a medical emergency; one call to **084124** will activate assistance through our national 24 hour emergency Contact Centre. Please ensure that you program this number into your cellular phone speed dial for ease of use. When calling for **Emergency Medical Transportation, Medical Information and Assistance Hotline and Trauma Lines** kindly ensure that you identify yourself as a **corporate client of ER24 from Stellenbosch University** so that your call is handled in the most efficient manner.

A summary of the services available to you are as follows:

<b>BENEFIT SUMMARY ER24 CORPORATE ACCESS</b>	
<b>ER24 will provide the Member with the following services as a result of a Medical Emergency within the Territory:</b>	<b>BENEFIT / LIMIT (per incident)</b>
Emergency Response and Stabilisation	Included
Medical Transportation	Subject to alternate payment
Emergency Medical Information	24 Hour telephonic assistance
Medical Hotline	24 Hour telephonic assistance
Trauma Counselling	24 Hour telephonic assistance
Face to Face trauma counseling (50 sessions per annum for contract) – Thereafter call out fee per sessions will apply	Included
Dedicated phone line	At proposed pricing
Implementation Training	Included

Thank you for choosing **ER24**. We trust this benefit will provide you with “peace of mind” and should the unexpected occur, you can rest assured that **ER24** will provide **realhelprealfast!**

Kind Regards,

Ben Johnson  
Chief Executive Officer



ER24 is a 100% subsidiary of Mediclinic Southern Africa  
**ER24 EMS (PTY) LTD t/a ER24**  
Registration No. 2000/005657/07 • VAT Registration No. 4730193887

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## EMERGENCY CONTACT CENTRE FLOW PROCESS FOR A MEDICAL EMERGENCY

