



084 124

ABOUT ER24



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ER24 IS THE PREMIER PRIVATE EMERGENCY MEDICAL CARE PROVIDER IN SOUTH AFRICA.

We operate from 59 bases throughout South Africa and provide quality emergency response and pre-hospital care services, supporting both public and private hospitals.

ER24 is wholly owned by Mediclinic Southern Africa which represents the Southern African operations of Mediclinic International which is ranked as one of the top 10 private hospital groups in the world. It has 107 hospitals and clinics worldwide.

OUR CLINICAL GOVERNANCE

Our clinical team is responsible for the following:

- Implementation of best practice clinical protocol and guidelines to ensure clinical excellence
- Education of our clinical staff to ensure compliance with best practice guidelines
- Assistance with concurrent management of high-risk cases
- Interaction with referring and/or receiving specialists/hospitals to ensure optimal clinical outcomes
- Retrospective clinical governance and clinical review to ensure compliance with our emergency medical services protocols and legal requirements

OUR OPERATIONAL SERVICES

We have a local fleet of 300 rapid response vehicles and ambulances, which include:

- Rescue ambulances, which are capable of rescue and patient transportation simultaneously – a first in South Africa
- Critical care transport ambulances
- Paramedic ambulances can serve as RRVs and are staffed with advanced life support paramedics

Our reach in South Africa is further enhanced by our partnerships with reputable service providers across the country.

OUR SPECIALISED MEDICAL SERVICES FOR EVENTS

We have extensive experience in concerts, corporate, social and sporting events, indoors and outdoors, across the country. We deliver fast, efficient and competent service to our clients using innovative technologies that allow for seamless communications.

Our team consists of highly qualified paramedics, doctors and nursing practitioners and are registered with the Health Professions Council of South Africa. The team assists in the efficient and effective management of your event. A specialised medical services management team manages any medical emergency.

OUR AEROMEDICAL EVACUATION SERVICE

Our aeromedical evacuation service provides clinical excellence and cost containment, meeting the needs of our clients and contracted medical insurers. We have a 24-hour international flight desk which facilitates flights as



patients require. Our dedicated case management team ensures that each case is pro-actively handled to facilitate and coordinate the care of the patient from the time of the request, through to the completion of the case.

Our Fixed Wing Air Ambulance Service operates primarily throughout Southern Africa, Africa and the surrounding islands. We facilitate transfers into Europe and the Middle East. Our current fleet of aircraft includes a Falcon 20 Jet with dual patient capabilities, a Falcon 50 Jet, a King Air 200 and a Cessna Citation 560 Jet. All our aircraft are pressurised and comply with Civil Aviation Authority requirements.

HELICOPTER EMERGENCY MEDICAL SERVICES

ER24, in partnership with Oneplan, provides advanced aeromedical care in Gauteng and surrounding areas. The dedicated Oneplan ER24 helicopter is controlled by Flight Share and staffed with ER24 emergency care practitioners. The emergency helicopter is used when ground crew requires specialised equipment or expertise, or where vehicles cannot access the patient. Advanced life support, which includes medication, ventilators, diagnostics, and immobilisation tools, is just some of the standard equipment on the helicopter.

Emergency care practitioners are able to provide life-saving care to critically injured victims of motor vehicle accidents, traumatic incidents and other medical emergencies. Helicopter activations are based on the national emergency helicopter flight criteria to ensure

resources are maximised for patients. ER24 also operates the Emergency Contact Centre flight desk and controls activations of the helicopter. It is based at the Grand Central Airport in Midrand, Johannesburg.

OUR CORPORATE EMERGENCY SERVICES

We offer corporate emergency medical services to address our clients' specific health and safety environments.

Our contact centre is available 24 hours a day, seven days a week so our clients are assured of prompt attention and response. We give clients peace of mind about potential accidents in the workplace. With our team of highly qualified paramedics, doctors and nursing practitioners, we design customised emergency medical solutions that best suit our clients' needs, ensuring an ER24 Safe Zone in their work environment.

TRAUMA COUNSELLING

The promotion of emotional wellbeing and critical incident support services are an essential component of emergency medical services. ER24 has a professional trauma counselling service. Our counsellors are based in and around the urban hubs of South Africa.

SERVICES INCLUDE

- Telephonic counselling with a nurse case management team or trauma counsellors
- Face-to-face trauma counselling with our specialist team

- Critical incident management and emotional support
- Referral to a specialist network of psychologists and psychiatrists, if required
- Occupational support, such as preparation for hijacking and team-leader coaching to manage emotions

CUSTOMISED CONTACT CENTRE SERVICES

ER24 provides customised contact centre services for stakeholders to integrate their emergency protocols using our highly skilled staff and leading contact centre software. These services give our clients peace of mind that highly specialised help is available at the press of a button.

OUR EMERGENCY CONTACT CENTRE

At ER24 we have one national emergency number – 084 124 – operated through a state-of-the-art emergency contact centre. Highly trained and dedicated operators, using sophisticated dispatching software, mapping technology and medical databases, manage the centre 24 hours a day. This

comprehensive support network enables us to customise solutions to meet our clients' individual needs.

OUR GLOBAL OFFERING

ER24 Global Assist provides a fast, cost-effective solution for patients requiring evacuation and medical assistance globally. Our comprehensive Global Assist product range includes the following:

- Aeromedical evacuation services
- Medical escort services
- Healthcare provider network
- International patient management
- Medical repatriation
- Network hospital inpatient referrals and outpatient referrals
- Repatriation of mortal remains
- Medical concierge services and general concierge services, including transportation and accommodation for patients and/or accompanying members, interpreter services, and assistance with the patient's comfort needs, such as visitation, if needed

ER24 EMS (PTY) LTD T/A ER24
ER24 IS A 100% SUBSIDIARY OF MEDICLINIC INTERNATIONAL

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