



GENLIB

SPECIALISED INSURANCE & INNOVATIVE SOLUTIONS
FOR BROKERS

MEDICAL EVACUATION

Provided by : NETCARE 911 (PTY) LTD

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Company Overview

Netcare 911 is a wholly-owned pre-hospital risk management and emergency assistance subsidiary of Network Healthcare Holdings Ltd (Netcare) which operates and manages the largest hospital and doctor network in the world outside of the United States of America.

Since inception in 1998, Netcare 911 has invested extensively in infrastructural resources and capabilities and in return demands a high standard of performance accountability.

As one of the largest Emergency Medical Service Providers world-wide, Netcare 911 prides itself in offering fully integrated and efficient turnkey solutions to patients in crisis situations. Our core competence is contained in world-class emergency medical assistance, evacuation by road or air transportation, telephonic medical advisory services and a range of innovative products coupled with extensive management expertise thus mitigating risk on behalf of our clients.

The company is dedicated to achieving and maintaining the highest clinical standards in every facet of operations by continuously benchmarking Protocols and Standard Operating Procedures against current International Best Practice - ensuring sustainable professional development of all Netcare 911 personnel.

Netcare 911 ensures a competitive advantage through:

- A strong track-record of practical experience in the provision of in-field emergency assistance solutions
- An established culture of performance measured initiatives to ensure a continued high standard of expert clinical care
- The capacity to deliver on a comprehensive emergency medical service solution and the self-owned infrastructural capabilities to sustain these services

Core Activity and Peripheral Services

Netcare 911 provides an extensive range of services and products designed to supply a comprehensive healthcare solution. Key services which can be customised to meet the client's needs are detailed in the following sections:

NETCARE 911 24 HR EMERGENCY OPERATIONS CENTRE

Netcare 911 leads the way in technology development with regards to emergency call taking and dispatching emergency resources in South Africa. Operating from Midrand, Johannesburg, the Netcare 911 24 hr Emergency Operations Centre currently has 100 seats and acts as the central liaison point for the management of emergency situations.

One of the largest and most advanced Emergency Contact Centres in the Southern hemisphere, this 'nerve' centre utilizes the skills of trained Emergency Call and Resource Coordinators to manage any pre-hospital emergency, while a dedicated Inter-Facility Team looks after scheduled transfers.

Registered Nurses, Paramedics and a Resident Medical Officer further enhance our service offering by using international triage systems and custom-built South African systems to assess non life-threatening and inter-facility calls.

Satellite tracking of all Emergency Vehicles in the fleet is integrated into mapping systems and a custom-built Integrated Call Taking (ICT) and Integrated Dispatch System (IDS) which ensures the closest and most appropriate response to every emergency call received. Computer Telephony Integration further enhances the service offering to Netcare 911 clients by enabling demographic and contact information to be on hand in the event of an emergency call received.

A custom-built Disaster Recovery Centre ensures business continuity whilst digital voice recording of all telephone lines ensures an accurate audit of events and allows for proactive quality assurance and clinical governance.

ROAD OPERATIONS

Investment in self-owned and managed Road Ambulance Resources is a means of controlling end-product service quality, optimum response performance and resource availability.

In providing Emergency Management Operations on par with international standards Netcare 911 operates:

- In excess of 65 Operations in South Africa, Swaziland, Botswana and Mozambique
- A fleet in excess of 200 emergency vehicles
- Rapid Response Vehicles equipped and crewed by Advanced Life Support
- Paramedics or Trauma Trained Medical Practitioners for immediate dispatch to any acute trauma or medical emergency
- Ambulances are equipped for the transportation of ill and injured members of the public or clients, crewed by Emergency Care Practitioners - trained to the
- appropriate level of care specific to the patient's condition - at Basic, Intermediate or Advanced Life support levels
- Dedicated Intensive Care Units (equipped with specialized equipment) capable of facilitating Inter-hospital Transfers – ranging from adults through to neonatal ICU patients.

AERO-MEDICAL DIVISION

Netcare 911's Aero-medical Division consists of a dedicated fleet of Fixed and Rotary wing Air Ambulances, managing Aero-medical Evacuations for a large number of insured and private clients, both locally as well as internationally.

FIXED WING OPERATIONS

This service operates primarily throughout Africa and surrounding islands. Three dedicated, permanently configured, ICU equipped Air Ambulances cater for both short and long-range flights. Netcare 911's Air Ambulances are staffed by Trauma and ICU Trained Doctors and a Nurse/Paramedic and are able to mobilise within 90 minutes of a request. All aircraft are self-owned and fully equipped as mobile Intensive Care Units, utilizing only the latest technology to ensure highly efficient patient care.

All Aero-medical Missions are conducted with dual pilots who are accredited by the South African Civil Aviation Authority. These highly experienced pilots are ultimately responsible for ensuring the safety of patient and crew during the entire evacuation.

Every Aero-medical Mission is managed on its merits, with meticulous scrutiny and medical oversight. In addition to this, quality assurance is conducted by an objective and independent External Consultant in Emergency Medicine.

HELICOPTER EMERGENCY MEDICAL SERVICE

Netcare 911's Helicopter Emergency Medical Service (HEMS) currently operates a fleet of Helicopter Air Ambulances ensuring that a Doctor Based Helicopter Service is available for immediate dispatch to life threatening emergencies as a primary resource and is also available to assist in expediting inter-facility transfers of the critically ill. This is efficiently achieved through a single-source end-to-end dedicated Aero-medical Operations Centre service based in Midrand, Johannesburg.

The service operates two dedicated, permanently configured, ICU equipped Air Ambulance Helicopters - one in Gauteng (the only 24-hour HEMS service in South Africa) and another in KwaZulu Natal (extended daylight service) as well as one in Port Elizabeth (extended daylight service). The helicopters are staffed by trauma and ICU trained flight doctors and advanced life support paramedics and is able to mobilise within 3-5 minutes of a request.

This multi-faceted team provides lifesaving skills at the scene of an incident and the means for rapid transportation to the closest most appropriate medical facility.

International research has shown that Emergency Medical Service Helicopters have a positive effect on patient outcomes, and as such, they have been adopted worldwide as an instrument for the saving of human life. An internationally accepted set of flight criteria guidelines have been produced by which our service is governed. The criteria outline patients that will receive the most benefit from being flown and when the benefits of a helicopter are warranted. Doctors assess the merits of each request, ensuring the system is appropriately utilised and the costs warranted. Netcare 911 benchmarks these patient outcomes through a dedicated clinical governance committee, overseen by an independent external Critical Care Consultant.

THE BENEFITS

Netcare 911 EMS

IMPORTANT CONTACT DETAILS Medical emergencies: **082 911**

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 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 resource, staffed by doctors, nurses and paramedics administering instant, life-saving treatment, resuscitation and stabilisation.

- 24-hour access to Call Centre (including Nurse Line and telephonic trauma counselling)
- Emergency call incident management and triage
- Emergency response by road or air to scene of incident
- Transfer from scene, to closest, most appropriate facility
- EMS Access Cover provides the client with the peace of mind that Netcare 911 Emergency Medical Service infrastructure affords to its client.
- Netcare 911 guarantees response to the client, as well as compliance with Emergency Medical Procedure as required by the OSH – Act.
- Any transportations or response costs would be charged for on a Fee – for – service basis.
- In most cases the costs are covered by the Compensation Commissioner, Medical Aids or Netcare cell cap.
- The cover allows for easy recognition of client by loading client onto the integrated call taking system (ICT).

THE BENEFITS (CONTINUED)

- Client will be loaded on to a GPS system to allow for easy dispatch in the event of a medical emergency.
- Relationship between client and Netcare to be handled on a localized level with operations for easy dispatch.
- In the event of an investigation Netcare 911 has a system to log complaints and retrieve voice records to establish proper outcomes.
- Netcare 911 vehicles are tracked and monitored and at any given time vehicle delays and positioning of the vehicle can be relayed to client/caller.
- In the event of a disaster Netcare 911 will act has the central control room and activate various emergency services that are required on site.
- Coordination of the disaster will be handled by Netcare 911 personnel

NETCARE 911 TIPS

Points to remember when calling Netcare 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 the medical emergency 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 the phone down until the controller has disconnected.

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 medical aid member and that any transfers must be done through 082 911.

What to do with the vehicle stickers you receive

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.



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