

> EMERGENCY MEDICAL SERVICES

ER24 is the designated service provider for all emergency medical services for Bonitas members and their registered dependants.

WHAT DOES THIS BENEFIT COVER?

We pay claims for emergency medical and related expenses, to the medical services provider, while the dependant(s) are on an insured journey.

This benefit includes:

- Emergency medical response by road or air to the scene of the medical emergency
- Transfer to the closest appropriate medical facility by road or air
- Instructions on how to manage the emergency while waiting for the ambulance (e.g. start CPR)
- Inter-hospital transfers (subject to authorisation) in accordance with Scheme Rules
- Medical information and assistance hotline
- Trauma counselling and referral to appropriate healthcare professionals as required
- Member/dependant validation
- Medical information and assistance hotline where trained personnel provide trauma counselling, medical emergency advice and HIV counselling

WHAT DO I NEED TO DO IN THE CASE OF A MEDICAL EMERGENCY?

Step 1

Call **084 124**. Provide your name, telephone number and medical aid number.

Step 2

Give a brief description of the incident and the severity thereof. Provide the address/location (road name, number and nearest crossroad) of the scene of the incident. Stay on the phone and ensure that ER24 has all the details of the incident.

WHAT HAPPENS IF I DO NOT USE ER24 IN AN EMERGENCY?

If you use another service provider, a 40% co-payment will apply. Ensure that ER24 is informed that you have used another service provider and the reason thereof is that the account is submitted to **claims@er24.co.za** no later than 30 days after the date of service.

DISPLAY YOUR ER24 STICKERS PROUDLY

When you join Bonitas, you will receive specially designed ER24 car stickers.

Please ensure that these are attached to your vehicle as described in the letter sent with the stickers.

CONTACT DETAILS FOR ER24

Call: 084 124
Email: claims@er24.co.za
Website: www.er24.co.za