

## Focus on emergency medical transport

Momentum Medical Scheme has contracted with Netcare 911 to provide our members with emergency medical transport benefits within the borders of South Africa. Netcare 911 is available 24 hours a day, seven days a week to assist our members in the event of a medical emergency.

### Emergency medical transport

You, a family member or a friend (if you are unable to do so yourself) must call Netcare 911 on **082 911** for ambulance services in the event of a medical emergency. Netcare 911 will assess each case and once the details of the case are established (eg. medical details, location of the patient, etc.), an ambulance will be dispatched and you will be transported to the closest available hospital for treatment by road or air ambulance. The type of transport dispatched will be determined by Netcare 911, based on the circumstances of the event.

If Netcare 911 is not able to get an ambulance to you, they will dispatch one of their preferred contracted ambulance services providers. In the event that you are rendered unconscious in an accident and are unable to contact Netcare 911, and another service provider is used, Netcare 911 should be advised as soon as possible of the details of the alternative service provider.

### Medical inter-hospital or facility transfers

Netcare 911 is also contracted for inter-hospital medical transfers, which are subject to pre-authorization in the following instances:

- Inter-hospital or facility transfers due to upgrade in care relating to unavailability of particular specialists or services covered, provided you are stable enough to be transferred.
- Inter-hospital and facility transfers are covered only if the level of care required is not available at the facility you are already in.

Scheduled inter-hospital or facility transfers need to be pre-authorized by contacting Netcare 911 on **082 911** prior to you being transferred, and are only covered if authorised by Netcare 911.

### Other important information

The following criteria will determine the response time and mode of transport:

- Medical condition of the patient;
- The urgency of the treatment or transport;
- The patient's vital signs and the level of medical care needed whilst being transported;
- The geographic location, traffic and weather conditions; and
- The readiness of the receiving provider (hospital and doctor).



The following scenarios are not covered:

- Any emergency transport not authorised by Netcare 911.
- Transfers from home to hospital for planned procedures. Only emergency cases are covered after being telephonically assessed by the Netcare 911 consultant.
- Discharge from the hospital to home or any other place of residence, such as an old age home.
- Transfers from a rehabilitation facility to home or place of residence.
- Transfers for social circumstances, for example a patient who would like to be moved to a facility to be closer to family.