



Say hello to **Netcare 911**

*Life happens, but not always the way we expect. Who would you call if you suddenly needed emergency medical care? The answer: **Netcare 911***



- Netcare 911 is the Society's **ambulance services provider** in 2017. They replace ER24 – the company who delivered this service in 2016.
- Ensure your new Netcare 911 sticker is in an easy-to-find place and add the emergency number **082 911** to your phone.
- Netcare 911's **state-of-the-art 24-hour call centre** pre-authorises emergency medical responses and inter-hospital transfers, managing more than 60 000 calls each month!
- Netcare 911 will transport you to the most appropriate facility in the Society's provider networks. **Remember: Netcare 911 provides emergency ambulance services ONLY. Mediclinic and Life Healthcare hospitals are still the Society's Designated Service Providers (DSPs) for hospitalisation.**
- An extensive footprint across South Africa means one or more of Netcare 911's **131 ambulances and 62 response vehicles** will quickly come to your aid in an emergency.
- All vehicles have excellent state-of-the-art emergency medical equipment and staff is registered with the Health Professions Council of South Africa (HPCSA).

GOOD NEWS! Until recently, there was no cover for members who used a different ambulance services provider. During 2017, there **WILL** be cover for members who use an ambulance services provider other than Netcare 911. However, if you do this **WITHOUT AUTHORISATION**, there will be a 30% copayment. Use Netcare 911 and save yourself the 30% copayment!

If you have a smartphone, download the potentially life-saving **Netcare mySOS App**.

QUESTIONS OR CONCERNS? TALK TO US

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