

# Emergency Medical Services (Ambulance Services)

## Overview

This service includes the treatment and transportation of "emergency" patients who are acutely ill or who have sustained injuries. Emergency services is dedicated to providing out of hospital, intra-hospital and inter-hospital treatment.

An "emergency" is an incident where a person experiences a life threatening or potentially life-threatening situation resulting from illness or accident which require urgent treatment and transport to a medical facility.

## Who is eligible?

Citizens and non-citizens residing in Gaborone, Mochudi, Lobatse, Mahalapye, Palapye, Phikwe, Francistown, Maun and Kasane.

## How do I get this service?

- Dial 997 and provide the following information:
- Location of the patient (street address, landmark)
- What happened? What caused the injury?
- The number of patients
- Your call back number
- In addition to the above steps, please take note of the following roles you may play in an Emergency situation
- Please do not crowd emergency scenes to allow the health care workers to execute their work
- Do not use the emergency line for prank and non-emergency calls
- Give way to an ambulance with light (and or sirens on)
- Please only call when you have emergencies
- Please cooperate with the dispatcher
- Please listen to the dispatcher's advice on how to give first aid while waiting
- Keep Calm

## What supporting documents are required?

- A valid National Identity card (Omang).
- Passport for non-citizens

## How long will this service take?

A minimum of 10 minutes

## How much does it cost?

No cost

## Where can I obtain this service?

The service is available in the following places: Gaborone, Mochudi, Lobatse, Mahalapye, Palapye, Phikwe, Francistown, Maun and Kasane.

## Where can I get more information on this Service

Ministry of Health and Wellness

Department of Health Services Management

Emergency Medical Services

Tel. 997

Opening Hours: 24 hours, Monday to Sunday including public holidays.