

ER24 is the premier private emergency medical care provider in South Africa that has been providing a range of quality emergency response and pre-hospital care services since 2000.



**084 124**

We operate from 50 bases throughout South Africa to provide **realhelprealfast**. Backed by a strong footprint in all major metropolitan areas and towns, we offer extensive support to both private and public hospitals throughout the country. Our mission is “To deliver efficient medical services in a socially responsible manner”. We invest in the development of our people, infrastructure and technology. We foster mutually beneficial relationships that are innovative in order to maintain our competitive advantage. Clinical Governance is of paramount importance within ER24 and includes the Implementation of best practice clinical protocols and guidelines to ensure clinical excellence as well as the education of our clinical staff to ensure compliance with best practice guidelines.

**ER24’s Contact Centre is available 24 hours a day on 084 124.  
Services that are available through our Contact Centre are:**

1. Emergency dispatch of an ambulance.
2. Instructions on how to manage the emergency whilst waiting for the ambulance.
3. Telephonic Trauma Counselling - this service is a complimentary service offered to all ER24 contracted clients and their members.
4. Face-to-face Trauma Counselling – this service is available through appointment which can be arranged by calling **084 124**.
5. “Ask the Nurse” medical information and assistance line for any primary health questions. Please note that this is an advisory service only.
6. Assistance with medical scheme member validations after-hours for all ER24 contracted medical schemes.

### Tips for calling an ambulance:

- Stay calm!
- State clearly what the emergency is.
- State your name and contact number.
- Give a clear address where the ambulance is required including Floor, Building / Complex name, Street name, Suburb, City and Province.
- If possible, give the dispatcher the nearest cross street or landmark.
- If there is security present, notify them that an ambulance has been called.

### Other services offered by ER24

- Our Training Academy is accredited and offers First Aid and CPR courses as well as a variety of training courses for Healthcare Professionals.
- ER24 has extensive experience in the medical management of and stand by at concerts, corporate, social and sporting events (both indoors and outdoors) country-wide.
- ER24’s Site Based team provide medical support at a variety of corporate and industrial sites.
- ER24 has a dedicated travel insurance partner to ensure an optimal service to our contracted medical schemes with international travel cover.