

EMERGENCY MEDICAL SERVICES



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



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

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

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Give a brief description of the incident and the severity of it. 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.

DETAILS FOR ER24

Call: 084 124
Email: claims@er24.co.za
Website: www.er24.co.za
Compliments and Queries: CQC@ER24.co.za



WHAT IS AN EMERGENCY?

An emergency medical condition means the sudden and, at the time, unexpected onset of a health condition that requires immediate medical treatment and/or an operation. If the treatment is not available, the emergency could result in weakened bodily functions, serious and lasting damage to organs, limbs or other body parts, or even death.

WHAT DOES THIS BENEFIT COVER?

- 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
- Claims deemed not to be an emergency could result in you being held liable for costs incurred.

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 as well as the reason for this. The account must be 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.