



CMAAC
EMERGENCY MEDICAL CARE ASSOCIATION
143 Dr. Yusuf Dadoo Ave, 10th Floor, 11th Floor, KLERKSDORP 2376
P.O. Box 10716, KLERKSDORP 2376
Tel: (018) 488 7402 CELL: 082 226 5801 Fax: 0860322779 / (018) 488 8153
E-mail: cmamac@er24.co.za
Council of Medical Examiners Accredited: No. 302-FSP-01, 7/10/11-10/05

When to call an ambulance

Ambulances are specialised vehicles, carrying highly trained staff, that should only be used in medical emergencies. It is important to know in what situation you can call an ambulance.

ER24, our Designated Service Provider, aims to ensure every ambulance transfer is medically justified and quality pre-hospital care is provided to you in a medical emergency. These vehicles should not be used as transport to hospital for a minor condition since they will be unavailable to a critically ill or dying person and the ambulance transfer fee for a non-emergency situation, where the person could have travelled in a private vehicle, won't be considered for payment.

As a member of Bonitas you can call ER24 on **084 124** and ask to be put through to the 24-hour 'Ask the Nurse' health line if you require medical assistance in deciding whether an ambulance is necessary.

You will then be advised to do one of the following:

- Go to a hospital immediately (ER24 will dispatch an ambulance if medically necessary)
- Go to the doctor
- Go to the pharmacy to obtain over-the-counter medication

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.



Call an ambulance:

- ✓ For serious injuries such as broken bones or those sustained in motor vehicle accidents which need stabilisation and medical monitoring while you are transported to the appropriate healthcare facility
- ✓ When someone is having a seizure
- ✓ If a person has acute chest pain
- ✓ If someone is unable to breathe
- ✓ For a woman in premature labour
- ✓ When a child has ingested a poisonous substance
- ✓ In a near drowning
- ✓ For third-degree burns

Don't call an ambulance:

- ✗ Where a person is well enough to travel in a car, bus or taxi to see a doctor or go to a hospital as an outpatient for conditions such as minor cuts and sprains, abdominal pain, gastro-enteritis, period pain, constipation and headaches excluding migraine
- ✗ When the condition is not life-threatening and urgent medical attention is not needed
- ✗ For transport home from the hospital
- ✗ For pregnancy without complications
- ✗ When you or a dependant need to be admitted for a booked procedure