



GENLIB

SPECIALISED INSURANCE & INNOVATIVE SOLUTIONS
FOR BROKERS

FSP 35482

MEDICAL EVACUATION

NETCARE 911 EMS (EMERGENCY MEDICAL SERVICES)

Provided by: Netcare 911 (Pty) Ltd

This brochure is an informative document and is always superseded by the specific Service Agreement Wording

MEDICAL EVACUATION

Netcare 911 Emergency Medical Services

This service gives eligible members access to Netcare 911 emergency support, telephonic medical advice, emergency response coordination, and medical evacuation by road or air, depending on the option selected.

Emergency number: 082 911

Key benefits

24-hour emergency support

Emergency call handling, triage and response coordination through Netcare 911.

Telephonic medical advice

Health-on-Line provides telephonic medical advice and information in emergency and non-emergency situations.

Emergency response to the scene

Netcare 911 coordinates the most appropriate available emergency medical response to the incident.

Treatment and stabilisation

Emergency care practitioners may provide treatment, resuscitation and stabilisation at the scene.

Transfer to an appropriate facility

The patient may be transported from the scene to the closest appropriate medical facility capable of managing the condition.

Disaster response coordination

In a disaster situation, Netcare 911 may assist with central control room coordination and activation of emergency services.

Cover options and rates

Option 1

Road Ambulance Evacuation Only

Access to emergency medical response and evacuation by road ambulance.

Cost: R6.72 per seat per month

Option 2

Helicopter Air Ambulance Evacuation

Access to emergency medical response and evacuation by helicopter air ambulance, where medically justified and operationally available.

Cost: R28.00 per seat per month

Important: Air ambulance evacuation is not automatic. It must be medically justified and approved by Netcare 911's responsible medical decision makers.

What to do in a medical emergency

Call **082 911** and provide:

1. Your name and contact number.
2. A brief description of the emergency.
3. The exact location, including nearby landmarks.
4. The patient's condition, if known.
5. Medical scheme details, if applicable.

Stay on the line until the controller tells you to disconnect.

In an emergency, time matters – Get the Netcare app

Download the Netcare app for emergency geolocation and in-app ambulance tracking.

[App Store](#) ; [Google Play](#)

*Medical aid or private rates will apply

Important service notes

This brochure is a summary only and is subject to the Service Agreement Wording.

Netcare 911 determines the response, timing and transport method based on the patient's condition, clinical protocols and operational availability.

Transport is to the closest appropriate medical facility.

Telephonic advice is guidance only, not a diagnosis or treatment.

Search and rescue is not included.