

Emergency call

## Bankmed Emergency Services

### Who we are

Bankmed Medical Scheme (referred to as 'Bankmed'), registration number 1279, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for Bankmed.

### How you are covered in a Medical Emergency

Bankmed has developed an emergency medical service to ensure that you receive world-class emergency medical care.

This service, called Bankmed Emergency Services, is operated by highly qualified Netcare 911 emergency personnel. Netcare 911 is a nationwide emergency service that brings together facilities, services and expertise of a national network of private and state hospitals, including Healthcare Professionals, for the benefit of all South Africans.

### Should you have an emergency:

- Call 0860 999 911, 24 hours a day, seven days a week. This number is printed on all Bankmed Emergency Services stickers
- You will be connected with highly qualified Netcare 911 emergency personnel
- The most appropriate emergency medical service within your geographical area will be dispatched

### The Bankmed Emergency Services Benefit includes the following services:

- 24-hour emergency services call centre operated by Netcare 911
- Medical advice line
- Inter-hospital transfers
- Bankmed trauma support

Netcare 911 is responsible for all operational assets of the Bankmed Emergency Services rapid emergency response service. This includes handling emergency calls and sending emergency medical services, managing inter-hospital transfers, providing medical advice and offering cellphone based location services in a medical emergency.

## Medical Advice Line

The Medical Advice Line is a service offered to all Bankmed members where you can obtain medical information and advice on a medical condition. These lines are staffed by nurses and this is a 24-hour-a-day service.

The telephone number for the medical advice line is **0860 999 911 (select the Smart Health Choices Medical Advice Line option)**.

## Trauma Counsellors

Bankmed recognises the importance of trauma support and counselling for anyone who has experienced an extraordinary event. Being overwhelmed by a traumatic incident can provoke responses like fear and hopelessness. Everyone reacts differently to a traumatic event and therefore we encourage you to make use of this benefit.

In the event of a trauma or crisis call Bankmed Trauma Support on 0860 999 9111.

This benefit is available 24 hours a day, seven days a week. You will have access to mobile or face-to-face counselling by trained counsellors who are transported by our fleet of dedicated trauma support vehicles.

## Complaints process

You may lodge a complaint or query with Bankmed directly on 0800 BANKMED (0800 226 5633) or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Bankmed's internal disputes process.

Members, who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or via e-mail at [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za). Customer Care Centre: 0861 123 267/ website [www.medicalschemes.co.za](http://www.medicalschemes.co.za).

