## WHAT TO DO IN CASE OF AN EMERGENCY



Call Europ
Assistance on

0861 746 548

If you are out of airtime, send a "please call me" to Europ Assistance \*130\*3272\*127# to receive a call back

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Provide your Platinum Health membership number to the Europ Assistance Operator.

A push notification link is sent to you (the member) via SMS and once activated, your geolocation will be recorded on the Europ Assistance system.



Europ Assistance's specialist team will be with you every step of the way! 3

Trained paramedics will assess the situation and dispatch the most appropriate medical emergency transportation to you.

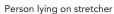
5

You can view the geolocation of the ambulance on your mobile phone.



Examples of medical emergencies:







Heart attack



Car crash

Examples of what are NOT medical emergencies:



Doctors appointment

Minor ailments e.g. sprained ankle or stomach ache

Booked theater cases