

# Who to call in case of an **EMERGENCY?**



**Many members may be travelling over the coming school holidays and it's important to know who to call should you need emergency medical assistance or transport.**

1. Call Europ Assist on 0861 746 548

*If you're out of airtime, send a "please call me" to Europ Assist \*130\*3272\*127# to receive a call back.*

2. Give your Platinum Health membership number to the operator.

3. Paramedics will assess the situation and dispatch appropriate transportation to you.

4. A push notification links is sent to you via SMS.

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

6. The Europ Assist team will be with you every step of the way!

## **Examples of medical emergencies:**



Heart attack



Vehicle accident

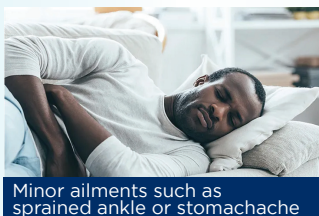


Severe burns or smoke inhalation

## **Examples of what's NOT medical emergencies:**



Doctors' appointment



Minor ailments such as sprained ankle or stomachache



Booked theatre cases

## **Always carry your MEMBERSHIP CARD with you**

Your membership card is your gateway to appropriate care so make sure you have it with you at all times. In the unfortunate event of a car accident emergency personnel are trained to look for a membership card or check for an ICE number on your mobile if there is no visible proof of medical cover. If they do not find proof of membership the patient is transported to the nearest hospital and you are likely to be transported to a public medical facility. Should they find proof of membership, the patient will be transported to a private hospital.

