



15 Van Ryneveld Rd, Hurlyvale, Edenvale
 Tel +27 (0) 87 135 0104
 Fax +27 (0) 86 519 2198
 Email : Assist24@africa-assist.co.za
 Emergency Call Centre : +27 (0) 10 211 4822

Emergency Medical Assistance

Emergency Telephone Number : 010 211 4822

In the event that the policy holder requires medical assistance the following benefits are available :

Emergency Medical Advice and Assistance	<p>24hr telephonic medical advice –Members can call at any time for advice or information regarding general medical and health issues. The service is provided by qualified nurses and is available in all South African languages:</p> <ul style="list-style-type: none"> • Emergency First Aid advice • Poison’s information • Symptom assessment and referral • Information about chronic diseases • General health information 	Telephonic advice.
Emergency Medical Response and Transport	<p>Evacuation from the scene of the medical emergency and transportation under medical supervision. Transport will take place using the appropriate means of transport by road ambulance, medical helicopter or fixed wing aircraft, as required and depending on the nature of the medical emergency and various other considerations such as the patient’s state, fitness to travel and distance to be covered. The patient is taken to the nearest most appropriate medical facility.</p>	Accident Benefit
Guaranteed hospital admission following an accident.	<p>Facilitation of stabilization and admission to a private hospital following an accident.</p>	Subject to policy benefit limits, terms and conditions.
Escorted Return of Minors	<p>Arrangements for the escorted return transport is made and cost paid for, in the event of emergency medical treatment and hospitalisation which results in minor children being left stranded.</p>	Limited to R1 000 per incident.
Compassionate Visit	<p>Where an immediately family member is hospitalized more than 200 kms from home, assistance is provided to enable a family member to travel to the hospital.</p>	Limited to R1 000 per incident.