



Emergency services  
2011



## How Discovery Health members are covered in an emergency

Discovery Health prides itself in providing world-class, comprehensive medical care to our members. Through our emergency benefit, we are able to ensure that Discovery member have access to timeous, optimal patient care in emergencies. Calls are managed by highly qualified emergency personnel who assess each case and initiate the most appropriate air or road evacuations based on protocols and resources available within a specific geographical area.

### When you have an emergency

- Call 0860 999 911, 24 hours a day, seven days a week.
- Your call will connect you with highly qualified emergency personnel with access to the Discovery database.
- Discovery will immediately dispatch the most appropriate emergency medical service within your geographic area.

### Discovery Alert

Discovery members who need help in an emergency and are unable to speak can choose to have access to our cellular phone-based panic alert system. This service signals an alarm without requiring verbal identification. A member activating this panic alert will be contacted immediately and if there is no response, our technology will locate the member and an emergency vehicle will be dispatched.

This cellular phone-based panic alert system is currently available for both contract and prepaid subscribers to Vodacom with Caller Line Identity (CLI). It is currently not available on Cell C or Virgin Mobile. Should a member on Vodacom or MTN change to Cell C or Virgin Mobile at a later stage, the benefit will no longer be available. If you move from another cellular network to Vodacom and keep your previous cell phone number, you will be able to access the Discovery Alert functionality, even if your cell phone number does not begin with 082 or 072.