

GetSavvi Health's

Emergency Services Benefit Explained

Brought to you by
GetSavvi HEALTH



Medical Emergency:

Contact Netcare 911's 24-hour emergency medical response on **082 911**. For medical advice or assistance, contact our hotline on 0861 18 92 02.

PROCEDURE IN A MEDICAL EMERGENCY

START HERE

1

Call Netcare 911 on 082 911.



2

3

Explain the situation to the operator.



Emergency personnel will telephonically provide medical advice and send an ambulance if needed.

4

5



Emergency services will arrive at the scene and provide medical assistance.

Medical personnel will assess the patient's injuries and decide on a hospital to transport the patient to.



6

Netcare 911 will issue a guarantee of payment (GOP) or you can contact GetSavvi Health on 0861 18 92 02 for a GOP.



IMPORTANT DEFINITIONS:

Guarantee of Payment (GOP)

To ensure that the patient receives prompt hospital care, Netcare 911 or GetSavvi Health will arrange a GOP to the hospital that the member is being admitted to.

Emergency

A health condition requiring immediate medical/survival treatment brought on by a sudden event, e.g., a heart attack or burst appendix requiring admittance to a hospital.



Accident

Bodily injury caused by violent accidental and external physical means.

GENERAL PRACTITIONER (GP) OR EMERGENCY ROOM (ER)? WE HELP YOU DECIDE

GP (not an emergency)

ER (emergency room)



Cough, cold, 'flu, bronchitis, earache or sore throat with or without fever



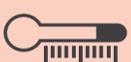
Persistent shortness of breath and difficulty breathing (e.g., asthma not responding to medication)



Headache, migraine or dizziness



Seizures, loss of vision and difficulty speaking



Fever lower than 38.5 °C



Fever higher than 40 °C



Minor trauma, e.g., a sprain or strain



Major trauma, e.g., cuts, bleeding that won't stop, injury and broken bones



Minor burn wounds over a small surface area



Serious burn wounds over a large surface area



Diarrhoea and/or vomiting



Ongoing persistent diarrhoea or vomiting (dehydration)



Minor allergic reaction



Severe allergic reaction with severe swelling

GETSAVVI HEALTH'S EMERGENCY SERVICES IS AVAILABLE ON:



Get Care Plan



Primary Care Plan



Primary Care Plan +

(Including plans with top-up options)



Call us on:
0861 18 92 02



Email us at:
talktous@getsavvi.co.za



Visit our website:
www.getsavvi.co.za