

20 October 2021

Dear Member

Please ensure that you read and understand the following to utilise the services effectively and avoid any disappointment:

- Member or Member's representative must contact the ER24 Contact Centre (084 124) and provide the VPA Membership number, personal particulars, the place and telephone number where the Member or the Member's representative can be reached and a brief description of the emergency and or the nature of the assistance required.
- Where the Member needs ambulance transportation, the Member or his representative must always seek pre-authorisation from ER24 prior to the ambulance transportation.
- ER24 will provide our members with quality emergency response and services. ER24 has contracted with many other ambulance service providers across the country. When they dispatch an ambulance to you, they will determine which contracted service provider is closest and most appropriate for your needs.
- Members must identify themselves as a Member of the RFMCF. ER24 cannot be held liable for any delays or costs should a Member or their representative fail to identify themselves as an RFMCF Member.
- Claims that have not been authorised by ER24 and that are deemed as "medically inappropriate use of an ambulance" or where an ambulance has been dispatched and the Member refuses appropriate ambulance transportation shall be for the Member's own cost.
- Co-payment will apply for the voluntary use of a non-Designated Service Provider.



ER24 Services	
Service	Clarification
Emergency Response	Answering all calls and dispatch appropriate ambulance resources.
Pre-Arrival instructions	All critical cases are transferred to the nurse for telephonic assistance on what to do until the ambulance arrives if requested
Medical Information and Assistance	Telephonic only
Telephonic crisis counselling	And referral to appropriate resources
Emergency Medical Transportation	<p>Transportation from the primary scene of an emergency to a registered acute care facility. The decision as to whether road or aeromedical transportation is appropriate shall be determined by ER24.</p> <p>This shall not include:</p> <ol style="list-style-type: none"> 1. Transportation of a patient from the scene of a primary incident directly to a psychiatric facility unless for involuntary admission or facilitated by a receiving specialist. 2. Non-emergency/ medically not justified transport.

Service	Clarification
Inter-facility Ambulance Transportation	<p>Road or air transportation is subject to ER24's Contact Centre approval.</p> <p>This will include:</p> <ol style="list-style-type: none"> 1. Transfer to Client's designated service provider (DSP). 2. Transfer to another acute care facility where there is no specialist available to manage the patient's current medical condition or where there is no resource to accommodate the patient. Emergencies only. 3. Transfer from an acute care facility to an oncology unit only where authorisation is in place for transportation. <p>Exclusions:</p> <ol style="list-style-type: none"> 1. Transfer from a State facility to a private facility unless authorisation is in place from the SAMHS. 2. Transfer to a doctor's room / another acute care facility for treatment and or diagnostic procedure unless an authorisation is in place or an emergency where failure to do so would jeopardise the patient's life or health. 3. Transportation of a patient from an acute care, rehabilitation or step-down facility for dialysis, x-rays, ECG, EEG, EMG. Special cases can be motivated. 4. Transportation of a patient from a rehabilitation, sub-acute or step-down facility for oncology management. 5. Return of a patient to the original referring facility following transportation for an upgrade in care or diagnostic / treatment procedure, unless extraordinary circumstances exist. All such extraordinary cases must be authorised by the ER24 fund manager on call. 6. Transfer of a patient to a home address, old age home, frail care, unless the patient is unable to be transported in a private vehicle. All such cases must be authorised by the ER24 fund manager on call. 7. Transfer to a rehabilitation or step-down facility where no authorisation is in place from the Client. 8. Transfer from old age home to frail care. 9. Transportation of a patient to a facility closer to home and or to a preferred treating physician for social reasons. 10. Transportation for organ transplant or the diagnostic tests for organ transplantation unless client authorisation in place.

Should you require any further information, please contact the **Client Service Centre on 012 679 4200**. The Client Service Centre is operational Monday to Friday between 07:30 and 16:00, excluding public holidays.

Kind regards,



REGULAR FORCE MEDICAL CONTINUATION FUND