

WHAT IS THE DIFFERENCE BETWEEN A RESPONSE VEHICLE AND AN AMBULANCE?

A response vehicle is used to get to a real emergency in the shortest time possible and to start with treatment on the patient immediately while waiting for an ambulance to arrive on the scene.

A response vehicle has specialized equipment that is needed for a dire emergency and MAY NOT be used to transport patients to a doctor/hospital; an ambulance is used for this purpose.

DO I NEED TO PAY FOR AMBULANCE SERVICE PROVIDED?

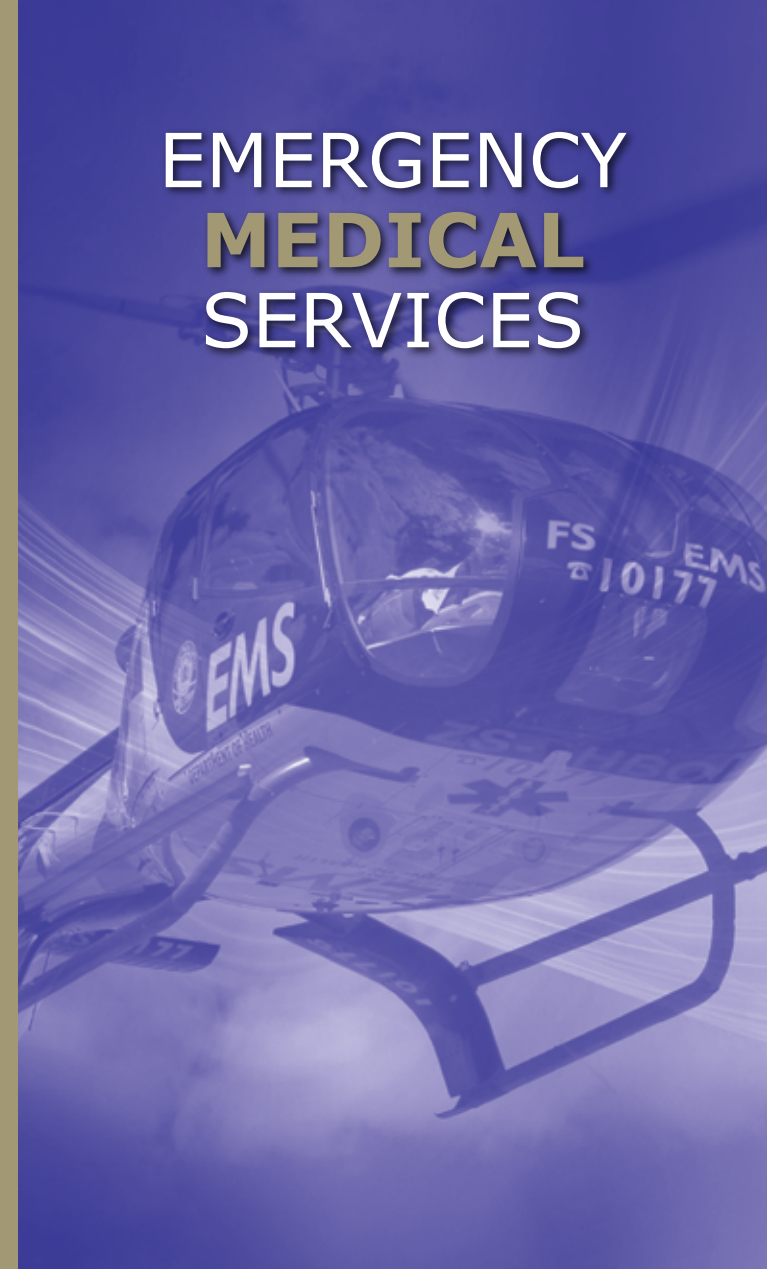
Yes, services provided by an ambulance are not free. Patients will receive an account for using ambulance services, a patient will be charged according to his/her income.

Contact Details

10177 - Telkom
112 - Cell Phone
(Request Free State Ambulances)
Alternatively - 051 407 6000

These numbers are for an ambulance request anywhere in the Free State.

EMERGENCY MEDICAL SERVICES



health
The Department of
Health
FREE STATE PROVINCE

www.fs.gov.za

WHAT DOES EMS MEAN?

EMS stands for emergency medical services, a service rendered by the Free State Department of Health in case of an emergency situation – when a person is at risk of losing his/her life.

This service consists of ambulances, response vehicles and highly trained professionals who are competent to give immediate medical treatment to a patient on his/her way to a doctor or hospital.

Due to the fact that most people are unaware of the correct procedures to follow in an emergency situation, ambulances are being misused or called out for non-emergencies.

Therefore, ambulances are not always available in case of a real emergency situation, which might be the cause of a person losing his/her life.

This pamphlet will help you to learn how to act quickly and correctly in case of an emergency, and should therefore be kept to hand at all times.

- You MAY use an ambulance when a person needs immediate treatment on his/her way to a doctor or hospital.
- You MAY NOT use an ambulance as a transport service to a clinic. (e.g. for x-rays, flu, chronic conditions, headaches ect.)

WHAT IS THE DIFFERENCE BETWEEN A "REAL EMERGENCY" AND A "NON-EMERGENCY"?

A real emergency is a situation where a person might lose his/her life if he/she does not receive immediate treatment by a qualified medical person on his/her way to a doctor or hospital, e.g. heart attack, stroke, serious car accident, severe burn wounds, etc.

A non-emergency is a situation where a person's life is not at risk, in other words, if he/she is not seriously ill, e.g. flu, headache, stomach ache, etc. People can make use of clinics in their area for non-emergencies of chronic complaints.

HOW DO I CALL FOR AMBULANCE SERVICES IN CASE OF AN EMERGENCY?

When the services of an ambulance are needed in case of a real emergency, you can contact the following numbers: 10177 (free of charge) or 112 from a cellular phone.

The operator will ask you to give him/her the following important information: your telephone number and address; the type of emergency (e.g. car accident, heart attack, stroke etc.) specific address of the emergency, i.e. where the patient must be picked up.

Ps. It is important to ensure that you have answered all the operator's questions clearly and correctly before you put down the phone, otherwise valuable time might be lost due to unclear instructions.

