



Better living. Better life.



084 124

Dear Member

Welcome to **ER24!**

ER24 is your Emergency Medical Services (EMS) provider and following the following basic guidelines will ensure the maximum effectiveness of your Bestmed/**ER24** vehicle sticker:

- Remove all other medical scheme or emergency provider stickers from your vehicle(s). You should only display ER24's sticker to prevent confusion (and possible costs!) in case of an emergency.
- Place the vehicle sticker on the right-hand side (driver's side) of the vehicle – either in the rear window or in the small window behind the rear passenger's window.
- Do not place the sticker on a window that can wind down.
- If your sticker becomes damaged or faded, please contact Bestmed on 086 000 2378 or service@bestmed.co.za to request a new sticker.

WHAT TO DO IN THE EVENT OF A MEDICAL EMERGENCY

Always call **084 124**.

If someone is calling on your behalf, please tell him/her to call **084 124**.

Tell the **ER24** operator that you are a Bestmed member. They will guide you or the person calling on your behalf to obtain all the information they require to assist you.

If you are unsure whether your condition can be classified as an emergency or what to do when a family member is ill /injured, ask to speak to one of **ER24**'s friendly nurses who will assist you.

Useful tips

- Teach your family members to call **084 124** in case of an emergency.
- Please store **084 124** under "Medical Emergency" on your cell phone.
- In the event of an accident, take note of the road names and numbers as this will expedite the emergency response.
- Please consult your benefit brochure for full details regarding your cover for emergency transport services outside your country of residence.

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