

WHAT TO DO IN CASE OF AN EMERGENCY



1 Call Europ Assistance on **0861 746 548**

If you are out of airtime, send a "please call me" to Europ Assistance *130*3272*127# to receive a call back

2 Provide your Platinum Health membership number to the Europ Assistance Operator.

3 Trained paramedics will assess the situation and dispatch the most appropriate medical emergency transportation to you.

4 A push notification link is sent to you (the member) via SMS and once activated, your geolocation will be recorded on the Europ Assistance system.

5 You can view the geolocation of the ambulance on your mobile phone.

6 Europ Assistance's specialist team will be with you every step of the way!



Examples of medical emergencies:



Person lying on stretcher



Heart attack



Car crash

Examples of what are NOT medical emergencies:



Doctors appointment



Minor ailments e.g. sprained ankle or stomach ache



Booked theater cases