

## Emergency Services 2021

### Who we are

TFG Medical Aid Scheme (referred to as 'the Scheme'), registration number 1578, is a not-for-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

### Contact us

You can call us on **0860 123 077** or visit **[www.tfgmedicalaidscheme.co.za](http://www.tfgmedicalaidscheme.co.za)** for more information.

### How TFG Medical Aid Scheme members are covered in an emergency

Through our emergency benefit, we are able to ensure that our members have access to timeous, optimal patient care in emergencies. Calls are managed by highly qualified emergency personnel who assess each case and initiate the most appropriate air or road evacuations based on protocols and resources available within a specific geographical area.

#### When you have an emergency:

- Call 0860 999 911. Discovery 911 is operated by Netcare 911, 24 hours a day, seven days a week.
- Your call will connect you with highly qualified emergency personnel.
- We will immediately dispatch the most appropriate emergency medical service within your geographic area.
- Medically necessary emergency transport is covered from the Hospital Benefit.

### Emergency Transport

You receive cover for:

- Emergency transfers from the scene of an accident, or from the location where you became ill or injured, to the nearest and appropriate medical facility
- Emergency transfers from one medical facility to another, where you need to be moved to a medical facility that is better equipped to deal with your injury.

\* Transfers may be via road or air ambulance, if the clinical entry criteria is met.

### Emergency Assist

By downloading the Discovery App, you have access to our cellular phone-based panic alert system in an emergency. As soon as you push "Emergency Assist" you have two options: call me back or call an emergency operator. This service signals an alarm without requiring verbal identification. A member activating this panic alert will be contacted immediately. If there is no response, we will use our technology to locate you as long as you have your GPS on and an emergency vehicle will be dispatched.

**Complaints process**

You may lodge a complaint or query with TFG Medical Aid Scheme directly on 0860 123 077 address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the TFG Medical Aid Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance.

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue,

Eco Park, Centurion, 0157 / 0861 123 267 / [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) / [www.medicalschemes.co.za](http://www.medicalschemes.co.za)

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