



What to do with your car sticker

When you join the Scheme, you receive a car sticker with the medical emergency number in your welcome pack. This sticker must be placed on the back right window of your car. Should you be involved in a car accident, the medical emergency provider will be able to identify you as a GEMS member and provide you with the necessary assistance. Additional stickers can also be requested by calling our Call Centre.

Tell your family

Share the contents of this brochure with your family, so that they too know what to do and who to phone in any medical emergency.



Important contact details



Medical emergency number:
0800 44 4367



GEMS Call Centre
0860 00 4367



Fax
0861 00 4367



Email
enquiries@gems.gov.za



Website
www.gems.gov.za

GEMS has you

covered in emergencies!



GEMS provides 24-hour unlimited emergency medical assistance for our members.

We aim to be there for you and your loved ones when you need us most.

Emergency medical services include:

- Medical response by road or air from the scene of a medical emergency.
- Transfer by road or air to the closest, most appropriate medical facility.
- We will give guidance and instructions to the caller, while the ambulance is on the way.



How to access emergency medical assistance:

- Call the GEMS emergency number, **0800 44 4367**.
- Stay calm.
- Give your name and the telephone number that you are calling from.
- Give a brief description of what happened and how serious the situation is.
- Give the address or location where the incident happened to assist paramedics to get there.
- Do not put down the phone until the Call Centre agent has disconnected the call.



How are emergency services covered by GEMS?

- GEMS will pay for life-threatening emergencies in full.
- Pre-authorisation is required in the event of an inter-facility transfer for Scheme payment.
- Emergency vehicles used for non-authorized, non-emergency and non-life threatening inter-hospital transfers will not be covered by the Scheme.

Inter-hospital authorisations

Should you need to be transferred from one hospital/facility to another, please inform the hospital/facility you are admitted to that you are a GEMS member and any hospital transfers must be authorised by calling the Emergency Medical Evacuation Dispatch Centre on **0860 44 4367**.

