

NETCARE
082 911
24HR EMERGENCY MEDICAL SERVICES

Netcare 911 has
YOU covered in
an emergency

01. In an emergency time matters. Call Netcare 911 on 082 911:

- Give the operator your name and phone number in case you get disconnected
- Tell them the nature of the emergency so that the appropriate emergency personnel can be dispatched to you
- Do not hang up until you have been told it is okay to do so

02. Alternatively tap the Netcare 911 button on the Netcare app for immediate medical assistance:

- You will be given the option of phoning the emergency call centre directly or ask that they phone you back
- The app enables Netcare 911 to geolocate you instantly
- You can track your ambulance in-app for updates on when expert care will arrive

Need emergency medical assistance?

Call Netcare 911 on 082 911 or download the Netcare app



Providing **YOU** with the best and safest care.



NETCARE

The Netcare app



The first 60 minutes following a medical emergency is often called the “Golden Hour”... because it is the window where appropriate pre-hospital emergency care can impact a patient’s outcome.

The Netcare app uses smartphone technology to get you emergency medical assistance faster. This potentially life-saving service helps reduce response times, ensuring Netcare 911’s emergency personnel reach you as quickly as possible.

With built-in GPS, the app pinpoints your exact location, even if you’re unsure where you are. Simply call Netcare 911 through the app, and help will be dispatched to the right place, first time.

You can also track your ambulance in real time to see when emergency care will arrive.

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10 tips for a safe road trip



Follow these tips to ensure that you reach your destination safely.

- 01.** Have your car serviced or have a thorough vehicle inspection at an approved service centre.
- 02.** Discuss and research your route with family or other passengers, map it out, and include regular stops. Identify emergency facilities along your route.
- 03.** Stay connected. Be sure to pack your phone, and chargers so that you can call for help if needed. Save Netcare 911's number **082 911** on your phone for any medical emergencies. Alternatively, tap the Netcare 911 button on the Netcare app for immediate medical assistance.
- 04.** Ask someone else to drive if you have a health condition or take medicine that could make you drowsy. Stop often to rest and stretch your legs. Always stop in a well lit public place.
- 05.** Speed kills. Stick to the speed limit and ensure that you and your passengers always wear seatbelts.
- 06.** Always have a first aid kit handy for unforeseen injuries and illnesses.
- 07.** Babies and young children should always be secured in an SABS approved car seat attached to the rear seat as recommended.
- 08.** Never drive under the influence of drugs or alcohol. If you know that you will be drinking, call a taxi service.

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Drive safely in wet weather

Driving in the rain can be scary and dangerous. It is important to take wet weather seriously when you are on the road. Below are ten things you can do to make driving in the rain safer.

01. Ensure that your headlights and brake lights are working properly.
02. Check your tyres for uneven wear, smooth areas, and any signs of damage.
03. Ensure that your windscreen wipers are in good working condition and that you can see clearly out of your windscreen.
04. Do not speed, and avoid hard braking or turning sharply.
05. Adjust your speed to the condition of the road. The speed limit may be 120km, but it may not be safe to travel at this speed in all conditions.
06. Maintain a safe following distance. This gives you time to react and avoid potentially dangerous situations.
07. Switch on your headlights, especially when natural light is low. Remember, this not only increases visibility, it also alerts other drivers to your presence on the road.
08. Remember that you get a lot of spray from the wheels when driving behind large trucks, so keep a safe following distance.
09. Do not cross low lying bridges where there is flooding, even if you think your car is capable.
10. Be aware of pedestrians and animals who might run across the road to get out of the rain.

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The dangers of drinking and driving

Any amount of alcohol in your bloodstream can affect your driving ability. The effects of alcohol vary greatly, putting you, your passengers and other drivers at risk. Safe driving requires concentration, making good judgements, and reacting quickly to situations. Alcohol hinders all of these skills.

01. Slow reaction time

Alcohol slows your reaction times, affecting your response to different situations.

02. Lack of coordination

Heavy drinking affects your motor skills like eye, hand and foot coordination – all essential for safe driving. Some tell-tale signs of reduced coordination include trouble walking, swaying, and an inability to stand upright.

03. Reduced concentration

Even small amounts of alcohol can impair your concentration. Safe driving demands your full attention, from maintaining your lane and speed, to observing other vehicles and traffic signals.

04. Decreased vision

Alcohol consumption can impair your vision, leading to blurred sight and reduced control of eye movement. This affects depth perception and your ability to accurately judge the distance between your vehicle and others on the road.

05. Inhibited judgement

Your brain plays a critical role in assessing situations and making sound decisions. When driving, good judgement is essential for anticipating potential hazards and responding appropriately, e.g. when another vehicle suddenly cuts you off.

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7 steps to performing CPR on an adult

Studies show that hands only CPR can be as effective as conventional CPR, which includes rescue breaths. The American Heart Association recommends bystanders perform hands only CPR when an adult collapses outside of a hospital setting.

- 01.** Check for hazards around the patient, like exposed electrical wires, which can potentially place your life at risk. Only remove the hazard, if it is safe to do so.
- 02.** Check if the person is awake by tapping them on the shoulder and shouting loudly, "Hello, hello, are you okay?".
- 03.** Check to see if the person is breathing normally. If they are, place them in the recovery position by turning them onto their side.
- 04.** If the person is unresponsive and not breathing normally, seek help immediately by calling Netcare 911 on 082 911 or tapping the Netcare 911 button on the Netcare app. You may also send someone else to call for assistance while you begin CPR, starting with chest compressions.
- 05.** Place the heel of your hand on the centre of their chest between the nipples. Push hard and fast when doing compressions. Chest compressions will not harm the patient.
- 06.** Hands only CPR is done without breaths. Continue to apply continuous chest compressions until help arrives.

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Warning signs of a heart attack

During a heart attack, also called myocardial infarctions, the blood supply which normally nourishes the heart with oxygen is cut off, and the heart muscle begins to die.

What are the warning signs?

01. Chest pressure, tightness and heaviness

Most heart attacks involve pain or discomfort in the chest that lasts for more than a few minutes or goes away and comes back.

02. Extreme fatigue

A sense of unusual or extreme tiredness that lasts days or weeks can signify heart problems. These symptoms can be more common in women.

03. Fainting and light-headedness

This sensation can involve dizziness, extreme weakness or anxiety.

04. Pain in shoulders, neck, jaw or arms

Pain in one or more area.

05. Nausea

A feeling of sickness associated with your stomach can be heart-related.

06. Shortness of breath

This can occur with or without chest pain. Heart attack sufferers can have trouble breathing for no apparent reason.

07. Sweating

Breaking out in a cold sweat for no obvious reason could signal a heart attack. If this happens along with any of the other symptoms, get help as soon as possible.

08. Family history

Those with a male or female relative who have had a heart attack by the age of 65 are considered to have a family history of heart problems and are at an increased risk.

09. Medical conditions

Those with conditions, including diabetes, obesity, and autoimmune disorders, are more likely to have a heart attack.

10. Severity

Some have mild pain, while others have more severe pain. Not all people who have heart attacks have the same symptoms or have the same severity of symptoms. Yet, the more signs and symptoms you have, the greater the likelihood is that you are having a heart attack.

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Know the signs of a stroke

Know the symptoms of a stroke by using the acronym **BE FAST** to identify a stroke; balance, eyes, face, arms, speech and time. It could save your life or someone else's!

B - Balance

Sudden difficulty maintaining balance.

E - Eyes

Loss of sight in one eye or blurry vision.

F - Face drooping

Weak facial muscles often cause one side of the face to droop.

A - Arm or leg weakness

Weakness in one or more arms or legs and possible numbness down one side of the body.

S - Speech difficulty

Slurred words, the use of incorrect words or no ability to speak at all.

T - Time

In an emergency every second counts. Call Netcare 911 on 082 911.

Alternatively, tap the Netcare 911 button on the Netcare app for medical assistance to get to the hospital immediately.

Cincinnati Pre-hospital Stroke Scale

1. Arms drift:

Patient closes eyes and holds both arms out for 10 seconds.



Normal

Both arms move the same or both arms do not move at all.



Abnormal

One arm does not move or drifts down compared to the other.

2. Facial droop:

Have patient show teeth or smile.



Normal

Both sides of the face move equally.



Abnormal

One side of face does not move as well as the other side.

3. Abnormal speech:

Have the patient say "you can't teach an old dog new tricks."

Normal: Patient uses correct words with no slurring.

Abnormal: Patient slurs words, uses the wrong words, or is unable to speak.

Interpretation: If any one of these three signs is abnormal, the probability of a stroke is 72%.

The Cincinnati Pre-hospital Stroke Scale is a system used to diagnose a potential stroke in a pre-hospital setting. It tests three signs for abnormal findings which may indicate that the patient is having a stroke. If any one of the three tests shows abnormal findings, the patient may be having a stroke and should be transported to a Netcare hospital as soon as possible.

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Preventing drowning

It only takes a moment for a child or a weak swimmer to drown – less than the time it takes to reply to a text. Death or injury caused by drowning happens every day in the sea, pools, hot tubs, rivers, streams, bathtubs, buckets, and the toilet.

- 01.** Never swim alone, and ensure children only swim when supervised by a sober adult who can swim.
- 02.** If a child is missing, check the water immediately. Seconds count to prevent death or injury.
- 03.** Always have a first aid kit handy for unforeseen injuries and illnesses.
- 04.** Know what to do in a water emergency, including how to help someone in trouble.
- 05.** Never swim if you have consumed alcohol or taken drugs.

Water safety tips

- 01.** Do not dive into the shallow end of a swimming pool or any water source where you cannot see what is below the surface.
- 02.** Make sure your swimming pool is covered with a net or enclosed with an SABS approved fence to prevent children from falling in.
- 03.** Be aware that small children can drown in very small amounts of water like buckets, toilets, bathtubs, fish ponds, water features and jacuzzis, and take the necessary precautions.

Swimming in the sea

Remember that swimming in the sea is not the same as swimming in a pool!

- 01.** When at the beach, swim near a lifeguard.
- 02.** Always swim between the red and yellow flags and obey warning signs and instructions from the lifeguards.
- 03.** Avoid the ocean if it is choppy and the water is murky.
- 04.** Be mindful of the warning signs that may indicate dangerous swimming conditions like strong currents, sharks or contaminated water.
- 05.** If you are pulled out to sea, stay calm. Save your energy and allow the current to carry you. Swim parallel to the shore, float or tread water until you are out of the rip current.
- 06.** Stay hydrated; do not wait for thirst to set in. Drink as much water as needed as the heat and sun will dehydrate your body quickly.
- 07.** Do not make use of floatation devices such as an inflatable bed or noodle unless you can swim properly. Do not rely on them to keep you afloat at sea.
- 08.** Stay sober at the beach, as alcohol will impair your judgement, and dehydrate you.
- 09.** Do not dive into water where you cannot see the bottom. You could easily injure yourself doing so in the sea as well.
- 10.** Do not be ashamed to call for help if you are in trouble. Even the best swimmers can run into difficulties. Signal a lifeguard as soon as possible. In the interim, stay calm.

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Car seat safety

01. Infant car restraint (birth – 9 months / 0 – 10 kg)

These seats must face the car's rear at all times. In the case of a collision, the impact will be on the seat and not the baby. The baby seat must be secured with a three-point adult seat belt. The baby must be securely held in the seat by the harness.

02. Child car restraint (birth – 5 years / 0 – 18 kg)

These seats should face the car's rear until the infant is ± 10 kg or nine months old. The seat can then be turned around, facing forward. Methods of installation vary from seat to seat. Some could be used with three-point adult safety belts, lap belts or special anchorage straps.

03. Booster seats (± 2 – 10 years)

These safety seats are light and versatile and should only be secured with a three-point adult safety belt. They can be used on the front or back seat with an adult safety belt.

04. Booster cushion (± 3 – 10 years / 15 – 36 kg)

These cushions are used when children have outgrown the seats mentioned above. This seat will help position the seat belt and should be used until the child has grown sufficiently to wear a seat belt, usually at ± 7 years. All child restraints sold in South Africa must comply with compulsory specifications.

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Lightning safety

South Africa is among the regions with the highest incidents of lightning ground strikes. A key risk factor, is failing to respond promptly to an approaching storm. In the event of thunder and lightning, immediately stop outdoor activities and seek shelter. A car can provide effective protection; ensure windows are closed and avoid contact with any metal surfaces.

Lightning strike prevention

- 01.** Avoid being outside during thunderstorms.
- 02.** If you hear thunder, you are in range of a lightning strike – seek shelter immediately.
- 03.** Avoid contact with any conductive material like computers and landline phones.
- 04.** Do not carry metal objects like golf clubs or fishing rods.
- 05.** Avoid being in or near water during a thunderstorm.
- 06.** Avoid handwashing dishes or showering as lightning can travel through plumbing.
- 07.** Avoid elevated areas and tall objects like trees or hills.
- 08.** Wait at least 30 minutes after the last lightning strike before resuming outside activities.

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Stay safe in the sun

The sun's rays pose a significant risk to your skin. Even without immediate sunburn, exposure contributes to wrinkles, age spots, and is the leading cause of skin cancer.

- 01.** Limit your exposure to the sun, especially between 10:00 – 15:00, as this is when the sun's ultraviolet rays are the most damaging.
- 02.** Cover up with loose fitting, long sleeved shirts and long trousers to protect your skin.
- 03.** Wear a wide brim hat and sunglasses which meet safety standards for exposure to the sun's rays.
- 04.** Always wear sunscreen with a high sun protection factor (SPF) when outdoors and reapply every two hours or after swimming.
- 05.** Be especially careful of cool and cloudy days as you can still burn.
- 06.** Stay hydrated by drinking as much water as needed because the heat and sun dehydrate you.
- 07.** Eat food that contains a significant amount of water, like grapes and watermelon.
- 08.** Take a cool shower if needed to reduce your body temperature.
- 09.** Always have a first aid kit handy for unforeseen injuries and illnesses.

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How to avoid accidental poisoning



Children's curiosity can lead to unforeseen and potentially dangerous situations. Greater awareness is needed, not only for the parents of small children.

What can you do to avoid accidental poisoning?

- 01.** Store poisonous or toxic items, including medicine, household chemicals, cleaning products, alcohol, and gardening pesticides, in cupboards with safety locks.
- 02.** Keep handbags, shopping bags and hand sanitiser out of reach.
- 03.** Make sure that visiting guests' medicine is out of the reach of small children and stored away.
- 04.** Choose child-proof medicine packaging where possible.
- 05.** Never store anything not meant for human consumption in packaging associated with food and drink. Keep cleaning products in their original packaging.
- 06.** Never tell children that medicine is a sweet or a cool drink.
- 07.** Be aware that curious children may look through your luggage when travelling.
- 08.** If you have any reason to suspect accidental poisoning, do not wait for symptoms to develop.

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Stay safe around wild animals

Summer is the busiest time for South African National Parks, leading to increased encounters with wildlife and a higher risk of emergency incidents. While large animals are well known hazards, smaller animals can also pose a risk.

01. Teach your children about safety around animals.
02. If you are going on game drives, map out your route and discuss it with family and other passengers.
03. Keep your distance from wild animals.
04. Avoid animals that are behaving strangely.
05. Be aware of cubs as they can easily injure you – their mothers will be nearby to protect them from harm, reacting to anyone or anything that might pose a threat.
06. Be aware of your surroundings when you are in nature.
07. Maintain a safe distance from riverbanks.
08. Consider wearing protective gear like snake protection gear.
09. Always have a first aid kit handy for unforeseen injuries and illnesses.
10. Always stay connected by packing a phone so that you can call Netcare 911 on 082 911 if you need medical help.

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