

## Emergency Services - 2024

### Who we are

The Malcor Medical Aid Scheme (referred to as 'the Scheme'), registration number 1547, is the medical scheme that you are a member of. This is a non-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.

### How the Scheme members are covered in an emergency

The Scheme prides itself in providing funding for world-class, comprehensive medical care to our members. Through our Emergency Benefit, we are able to ensure that you 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, 24 hours a day, seven days a week.

Your call will connect you with highly qualified emergency personnel with access to the Malcor Medical Aid Scheme database.

The Scheme will immediately dispatch the most appropriate emergency medical service within your geographic area.

### Malcor Medical Aid Scheme Alert

When you need help in an emergency and are unable to speak, you can choose to have access to our cellular phone-based panic alert system. This service signals an alarm without requiring verbal identification. By activating this panic alert, you will be contacted immediately and if there is no response, our technology will locate you and an emergency vehicle will be dispatched.

You have the option to activate this cellphone based, voice-free panic alert system by downloading the app. This allows you to send your location, as long as your GPS is turned on. All you need to push is Emergency Assist on the app. Once this alert has been sent, the call centre will immediately call you to ascertain your emergency. If you do not answer, a vehicle will be dispatched.

The service is available for all cellphone service providers as we locate you through the device. If you do not download the app you can alternatively save the emergency number 0860 999 911 as a speed dial contact. Once dialed an emergency service operator will answer your call and attend to your emergency.

### Contact us

You can call us on 0860 100 698 or visit [www.malcormedicalaid.co.za](http://www.malcormedicalaid.co.za) for more information.

## **Complaint process**

You can lodge a complaint or query with Malcor Medical Aid Scheme directly on 0860 100 698 or address a complaint in writing directly to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following Malcor Medical Aid Scheme's internal disputes process.

Members who want to approach the Council for Medical Schemes for assistance can do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or email [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za). Customer Care Centre: 0861 123 267, website: [www.medicalschemes.co.za](http://www.medicalschemes.co.za).