

	DOCUMENT NAME	DOCUMENT NUMBER
	EMERGENCY MEDICAL SERVICES	
VERSION	1	
COMPILED BY		DATE 07/2025
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To comply with **Standard 2.1.2.1.2.1** — “*Emergency Medical Service contact number(s) are available*” — you need to ensure that **contact information for both public and private EMS providers is visibly posted in key locations** within your health establishment.

✓ Minimum Compliance Requirements

- **Display Location(s):**
 - At the **reception desk**
 - In **consultation rooms**
 - In the **emergency/treatment area**
 - On staff noticeboards or electronic dashboards (if used)
- **Information Must Include:**
 - **Public EMS Number** (e.g., 10177 in South Africa)
 - **Private EMS Providers’ Numbers** (Netcare 911, ER24, etc., if applicable in your area)
 - **Practice name and location** (to relay clearly during a call)
 - Optionally, include **after-hours emergency numbers**

📌 Sample EMS Contact Poster (for Printing/Display)

🚑 EMERGENCY MEDICAL SERVICES – CONTACT NUMBERS

- 📌 **Practice Name:** [Insert Practice Name]
- 📞 **Practice Contact Number:** [Insert Practice Phone Number]
- 📌 **Practice Address:** [Insert Physical Address]

In case of a medical emergency requiring patient transfer:

- **Public EMS (Ambulance):** 📞 **10177**
- **Netcare 911:** 📞 **082 911**
- **ER24:** 📞 **084 124**
- **Provincial EMS (if different):** 📞 [Insert number]

🏥 A healthcare provider must accompany the patient during transfer.

📌 This list must be accessible to all staff and updated regularly.