

	DOCUMENT NAME	DOCUMENT NUMBER
	USERS ARE PROVIDED WITH EMERGENCY CONTACT DETAILS	

VERSION	1	
COMPILED BY		DATE 07/2025
AUTHORIZED BY		
NEXT REVISION DATE		07/2027

To comply with **Standard 2.1.2.1.3.1 – "Users are provided with emergency contact details"**, your practice must **visibly display instructions** on how users can access **emergency care after hours**. This is assessed through **observation**, so the display must be clearly posted.

✔ Minimum Compliance Requirements

- A **notice** (printed or electronic) that is:
 - **Visible to users** (e.g., on the front door, at reception, in the waiting area)
 - Clearly explains how to **access emergency medical help** when the practice is closed
- The notice must include:
 - The **practice's normal hours**
 - **After-hours emergency contacts** such as:
 - Public EMS (e.g. **10177** in South Africa)
 - Private EMS (e.g. **Netcare 911, ER24**)
 - **On-call doctor's number** (if applicable)
 - **Nearest emergency unit** or hospital

📌 Sample Emergency After-Hours Notice (Text for Poster)

🔔 AFTER-HOURS EMERGENCY CARE INFORMATION

📍 [Practice Name]

🕒 **Operating Hours:**

Monday to Friday: 08:00 – 17:00

Saturday: 08:00 – 13:00

Closed on Sundays and Public Holidays

When the practice is closed and you need **emergency medical care**, please contact:

🚒 **Public Emergency Medical Services (EMS):** 📞 10177

🚒 **Netcare 911:** 📞 082 911

🚒 **ER24:** 📞 084 124

🏥 Nearest Emergency Facility:

[Insert Name of Nearest Hospital / Emergency Unit]

📍 Address: [Insert address]

📞 Contact: [Insert phone number]

👤 *For life-threatening emergencies, always call an ambulance or go to the nearest hospital.*