



Newsletter

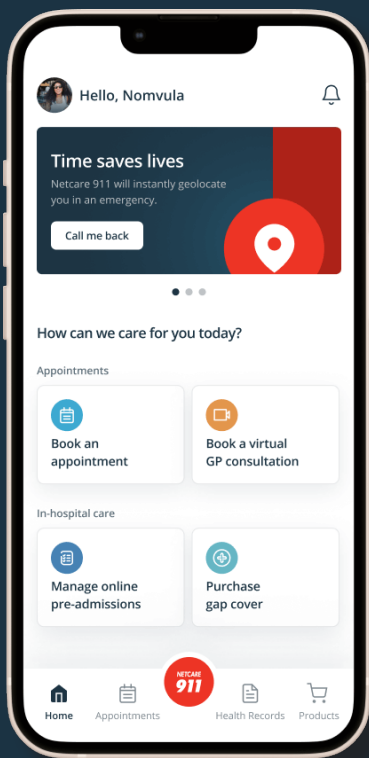
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Introducing the new Netcare app

The new Netcare app gives you access to simple and convenient healthcare. With a range of key features at your fingertips, the app will empower you on your healthcare journey.

Your health in **your** hands

See how the Netcare app puts your health in your hands.



In an emergency, time matters

We will immediately geolocate you in an emergency. You can also track your ambulance in-app for updates on when expert care will arrive.

Easily access your health records

A Summary of Care is available to Netcare 911 patients and is currently being rolled out to Netcare Akeso patients as well as those receiving radiotherapy at Netcare Cancer Care, with more Netcare Group divisions to follow.

Medical appointments shouldn't be a hassle

We will conveniently book medical appointments for you with the right doctor, tailored to your unique needs.

Virtual consultations at your convenience

Book and consult a GP from the comfort of your home or office.

Avoid the hospital queue

Experience a hassle-free, paperless hospital admission.

Close the gap on medical costs

Purchase NetcarePlus GapCare to avoid unexpected medical aid shortfalls.





When the heart attacks

A heart attack is a serious medical emergency that usually occurs when a blood clot decreases or blocks blood flow to the heart. It can be treatable when diagnosed quickly.

How to recognise a heart attack

- Feeling weak or extremely fatigued
- Lightheaded or fainting
- Sudden cold sweat
- Chest pain or pressure
- Nausea and or vomiting
- Upper back pain
- Shortness of breath
- Pins and needles or discomfort in the back, shoulder, arms, neck or jaw

What to do

- Stay calm and reassure the patient
- Contact Netcare 911 via the Netcare app or call 082 911 for medical assistance
- Loosen restrictive clothing, such as ties
- Place the patient in a semi-seated position

Am I having a stroke?

A stroke, or brain attack, happens when blood flow to your brain is interrupted due to a blockage in, or rupture of, an artery in the brain. This prevents oxygen and nutrient rich blood from reaching your brain cells in that area, causing them to become damaged and start dying.

How to recognise a stroke – Remember to BEFAST

- **Balance:** Sudden difficulty maintaining balance
- **Eyes:** Problems with vision, including loss of sight in one eye or blurry vision
- **Facial drooping:** Facial muscles are weak, often causing facial asymmetry as one side of the face starts to droop
- **Arm or leg weakness:** Weakness in one or both arms or legs, and possible numbness on one side of their body. Poor coordination and difficulty walking or standing up can also be signs. Usually this occurs on one side of the body
- **Speech difficulty:** Slurring words, using words incorrectly, or inability to speak
- **Time:** Time is of the essence to get medical assistance and limit the consequences of a stroke. Call emergency medical services such as Netcare 911 for assistance or take the stroke victim to an emergency department. Take note of the time the stroke began or was first noticed

How to prevent heart disease and stroke (as recommended by the American Heart Association)

- Quit smoking
- Eat more vegetables, fruits, nuts, whole grains, fish, and lean animal proteins
- Eat less processed meat and sweetened drinks
- Exercise for at least 20 minutes every day
- Get the necessary help to deal with daily life stressors

Timely intervention: Coordination and communication in emergency medical response

In emergency medical services (EMS), swift and effective communication between dispatchers, medical coordinators, and ambulance crews can make the difference between life and death.

Netcare 911, a leading provider of private emergency medical services in South Africa, operates a centralised emergency operations centre (EOC) that dispatches emergency vehicles and highly trained medical personnel to emergencies. Integrating advanced monitoring technology and real-time communication systems enhances our ability to deliver timely and appropriate care.

During a recent routine day shift, the Netcare 911 EOC spoke to a caller whose family member was having trouble breathing. As emergency personnel made their way to the patient's home, the EOC consultant provided guidance to the distressed caller over the phone. Seven minutes later the ambulance arrived on the scene and the crew immediately connected their Mindray ECG monitor to assess the patient's vital signs.



Back in the EOC, the clinical coordinator was monitoring the information sent electronically via the ECG and noticed abnormal readings. Using the integrated dispatch system (IDS), it was determined that it would be quicker to take the patient, via ambulance to hospital, than to wait for the nearest advanced life support response vehicle to arrive.

Recognising the urgency of the situation, the coordinator discussed the patient's condition and potential interventions with the ambulance crew. Contact was made with the nearest appropriate hospital, ensuring preparation of advanced interventions for the patient's deteriorating respiratory status. Throughout the drive to hospital, the coordinator provided continuous clinical guidance and support to the ambulance crew.

Thanks to the early hospital notification and coordinated efforts within the Netcare 911 team, the patient received prompt and appropriate medical treatment upon arrival at the facility. Within ten minutes of admission, life-saving interventions were performed. Using technology, integrated systems and effective teamwork, Netcare 911 was able to deliver exceptional patient care.

Author name: Jessica Burgoyne

Netcare 911 - The only service with a full critical care complement which includes fixed wing aircraft, helicopters, and mobile ICU units

