

NETCARE 082 911

24HR EMERGENCY MEDICAL ASSISTANCE

SAFETY FIRST!

The 2019 Netcare 911 Holiday Safety Guide



What to do in a medical emergency



In case of a medical emergency, phone Netcare 911 on 082 911 immediately



State your name and number in case you get disconnected



State the nature of your emergency so that the appropriate level of emergency care can be dispatched to you



Ensure that you provide the call-taker with the correct street address and exact area / location.



If you are unfamiliar with the area, provide the call-taker with the nearest street name or visible landmarks



Do not hang up until the call-taker says that it is in order to do so

6 Steps to performing adult bystander CPR



Check if the person is awake, tap their shoulder and shout loudly: *Hello, hello, are you ok?*



Check to see if the person is breathing normally, if they are breathing, place them in the recovery position by turning them onto their side.



If the person is not breathing normally, call for help before starting CPR by contacting Netcare 911 on 082 911 or send a person to call for help. Then start CPR beginning with chest compressions.



Place the heel of your hand on the centre of the chest between the nipples. Push hard and fast when doing compressions. Chest compressions will not harm the patient.



Give two rescue breaths following every 30 chest compressions. If you are not willing or able to give breaths, just apply continuous chest compressions.



If the patient is breathing, turn them onto their side into a recovery position.

7 Steps to a safer vehicle



Battery: Check the terminals. If you see any cracks or damage, the battery may have to be replaced.



Tyres: Inflate all the tyres, including the spare, to the recommended pressure. If your tyres are worn, you should replace them.



Air Filter: Make sure that your air filter is clean and in working order. If not, consider replacing it.



Coolant: Check the coolant level in the overflow tank. If it is low, refill it as recommended by your vehicle's owner's manual.



Engine oil: Remove the engine oil dipstick, wipe it clean, reinsert it and ensure that the oil level is near full. If needed, have your car's oil changed.



Shocks: Worn shock absorbers can seriously impact the stability of your vehicle whilst driving. Check and replace them if needed.



Windscreen and wipers: If your windscreen has small cracks or chips, have it checked and fixed or replaced. If the wipers are worn or leave streaks when in use, replace them with new ones.

8

Tips for a safe road trip



Take it easy: Stop often to rest and stretch your legs. Always stop in well-lit, public places.



Stay alert: If you are suffering from a health condition or taking medicine that may make you drowsy, rather ask someone else to drive. Also, speak to your family practitioner before embarking on a long journey.



Speed kills: Stick to the speed limit and always wear your seatbelt.



Take care of children: Babies and young children should always be secured in a SABS approved car seat.



First aid: Always have a first aid kit handy for unforeseen injuries and illnesses. If you already have one, make sure that the contents have not expired and replace items where needed.



Stay connected: Be sure to pack your phone and GPS charger so you can call for help if needed.



Don't drink and drive: Never drive under the influence of alcohol or drugs. If you know that you will be drinking, make use of a cab or taxi services.



Emergency numbers: Always do your research and identify emergency facilities and hospitals along your route. Save Netcare 911's number on your phone for any medical emergencies 082 911

9 Tips to safely arrive at your destination

While on the road, follow these tips to assist in ensuring that you reach your destination safely.



Stop often to rest and stretch your legs. Always stop in a well-lit, public place.



Never drive under the influence of alcohol or drugs.



Babies and small children should always be secured in an approved child car seat.



Stick to the speed limit and always wear your seatbelt.



Have your car serviced or have a thorough vehicle inspection at an approved service centre.



Check the weather beforehand to know what road conditions and potential hazards to expect.



Discuss the route with family or other passengers and map it out, including regular stops along the way.



Be alert; driving cautiously is a best practice that should be used at all times while driving.



Driving at night requires more attention and alertness to your surrounds; decrease your speed and increase your following distance.

9 Water safety tips to prevent drowning



Always swim near a lifeguard at a dedicated swimming beach.



Always swim between the red and yellow flags. Obey warning signs and lifeguards' instructions.



Never swim if you have consumed alcohol or taken any drugs.



Take precautions against the heat and sun by drinking enough water and regularly applying sun screen.



Do not dive into the shallow end of a swimming pool or any water if you cannot see what is below the surface.



Small children can drown in very little water, including buckets, toilets, bath tubs, water features, fish ponds and Jacuzzis.



Never swim alone and ensure children only swim when under direct supervision of an adult who is sober and able to swim.



Make sure your swimming pool is covered with a pool net or enclosed with a SABS approved fence to prevent children from accidentally falling into the water.



In a medical emergency call Netcare 911 on 082 911.

Your first aid guide on how to treat minor burns at home



Check if the area is safe.

Remove the person from the source of the burn.



Submerge the burnt area in cool, running water until the pain subsides, between 10 and 30 minutes. Cool water reduces the heat and prevents further tissue damage.



Alternatively, cover the burn with a wet, clean cloth, or a burn shield, particularly if the burn is on the face. Don't use ice as it can cause frostbite.



Never use butter, grease or oil on a burn.



Once the pain subsides, wash the area gently with soap and water and pat dry.



If the burn rubs against clothing, cover it with an antiseptic cream and a dry gauze bandage changed twice a day.



Don't burst blisters. They help the skin to heal. If blisters break, clean them with water, apply antiseptic ointment and cover with a gauze bandage. Change the bandage twice a day.



Remove clothing and jewellery from the burnt area as swelling could make it difficult to remove it later. Don't remove clothing that sticks to the skin.

7 Warning signs of a heart attack

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.



Extreme fatigue

A sense of unusual or extreme tiredness that lasts days or weeks can be a sign of heart trouble. This symptom can be more common in women.



Fainting and lightheadedness

This sensation can involve dizziness, extreme weakness or anxiety.



Nausea

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



Pain in shoulders, neck, jaw or arms

Not all people who have heart attacks have the same symptoms or have the same severity of symptoms. Some have mild pain; others more severe pain. The more signs and symptoms you have, the greater the likelihood you're having a heart attack.



Shortness of breath with or without chest pain

Heart attack sufferers can have trouble breathing for no apparent reason.



Sweating

Breaking out in a cold sweat for no obvious reason could signal a heart attack. If this happens along with any of the above symptoms, call Netcare 911 on 082 911; or get to hospital as soon as possible.



9 Easy steps to keep safe as a pedestrian



Walk on the sidewalk

If there are no sidewalks, walk as close to the right side of the street as possible, facing the traffic.



Cross at the cross walk

Cross only at intersections or street corners.

When available, cross between the white painted crosswalk lines (Zebra crossing) only when safe to do so.



Stop before crossing the street

Never dart or dash out into the street.



Obey all traffic signals

Before stepping out into the road, be sure to look at all traffic signals. Bear in mind that some motorists might not adhere to the rules of the road.



Look left, then, right, then left before crossing the street

Make sure traffic has come to a complete stop. If a parked vehicle obstructs your view, step out far enough into the street to be able to lean forward and see the street in both directions. Continue to look in both directions as you cross the street. If you are with a group of friends, each person needs to look for themselves.



Wear bright clothing

At night, wear day-glo or light-coloured clothes with reflective stripes.



Watch for turning traffic

Try to make eye contact with the driver.



Watch for vehicles turning out of driveways

Check for signs that a car might move backwards.



In a medical emergency call Netcare 911 on 082 911

Vehicle safety checks before travelling

Make sure that your vehicle is roadworthy by performing these safety checks:



Check that all lights are working.



Make sure the brakes function properly.



Ensure your vehicle has a spare tyre pumped to the recommended pressure.



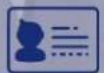
Pack a basic toolbox when travelling for emergency maintenance.



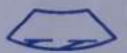
Check the water, oil, coolant and other liquid levels.



Check the tread, condition and pressure of the tyres.



Ensure that your car and driver's licences are current.



Make sure that all windows and mirrors are not damaged.



Ensure wipers remove water from the windscreen.



Check that your jack and spanner are all present and working.



Exhaust mountings must be secure and the exhaust should be undamaged with no visible smoke emissions.



The chassis should not show any signs of damage or weakness; shock absorbers must not be worn out.

Know the signs of a stroke

F.A.S.T. is an easy way to remember the sudden signs of a stroke.



F

Face
Drooping



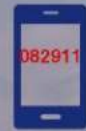
A

Arm
Weakness



S

Speech
Difficulty



T

Time to call
082 911

Facial drooping: Ask the individual to smile. Is one side of his or her face drooping downward?

Arms: Next, ask the person to raise both arms and note whether one drifts downward.

Slurred or strange speech: Finally, ask the person to repeat a simple sentence. Is it correct? Is the person's speech difficult to understand?

Time: If someone has these symptoms, immediately call Netcare 911 on 082 911.

Do not put off medical attention, even if the symptoms disappear.

9 Tips to stay safe in the sun



Limit your exposure to the sun, especially between 10H00 and 15H00 as this is when the sun's ultraviolet rays are the most damaging.



Cover up with loose-fitting, long sleeved shirts and long trousers to provide the best protection from the sun's harmful rays.



Wear appropriate head protection like a wide brimmed hat and eye protection that meets all safety standards for exposure to the sun's rays.



Always use a sunscreen with a high sun protection factor (SPF) when going outdoors and re-apply every two hours to protect your skin from harmful UV rays.



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.



Eat food that contains a significant amount of water such as watermelons, oranges, grapes and peaches.



Do not be fooled by cloudy weather, you can still be burnt by the sun's rays, even when it's cool and cloudy outside.



Take extra care of children and the elderly, as they are particularly vulnerable to sunburn and dehydration.



Take a cool shower if needed to bring your body temperature down.

Travel Safety

What should be in your first aid kit?



Packs of sterile gauze.

Adhesive, hypoallergenic tape.

Adhesive bandages in several sizes.

Triangular elastic bandages.

Crepe roller bandages, one large and one small.

Large and small sterile dressings.

Sterile eye dressings.

Eye pads with bandages.

Pack of sterile cotton wool swabs.

Assorted plasters.

Antiseptic wipes.

Rehydration sachets.

Any extra prescription medication (if you are going away on holiday)

Tweezers.

Sharp scissors.

Safety pins.

Face cloth.

Thermometer.

Gloves.

Torch and spare batteries.

List of emergency contact numbers, e.g. ambulance, family doctor, paediatrician etc.



In a medical emergency call Netcare 911 on 082 911

What to do in case of a snake bite

- ✓ Call Netcare 911 immediately on 082 911; follow the operator's instructions as they will guide you.
- ✓ Keep the person calm and as still as possible until medical help arrives.
- ✓ Continually check the person's vital signs such as pulse, strength of the pulse, respirations and level of consciousness.
- ✓ Try to get a description of the snake if no one can identify it.



- ✗ Do not attempt to catch or kill the snake as you could be bitten yourself.
- ✗ Do not try to remove the patient's clothing as this can speed up the spread of the venom.
- ✗ Do not apply a tourniquet as this may damage the limb and the area of the bite.
- ✗ Do not try to suck blood out of the wound as you may ingest snake venom.
- ✗ Never put ice on the wound as this may cause tissue damage.
- ✗ Do not try to open the wound further by cutting it, you may cause the venom to spread even quicker.



NETCARE 911 HAS PARTNERED WITH MYSOS TO OFFER OUR CLIENTS FAST AND EASY ACCESS TO ALL EMERGENCY SERVICES IN SOUTH AFRICA

mySOS is a free, independent and all-inclusive smartphone application that could serve as a “one-stop-shop” solution for access to the closest and most appropriate emergency services in South Africa.

mySOS offers our clients access to appropriate emergency assistance when:

- You don't know who to call
- You don't know where you are
- You want to notify your emergency contacts about your emergency and the exact location
- You want your emergency contacts and the emergency services to navigate directly to your location in an emergency

Additional benefits include:

- Police and Fire Department access
- Road assistance provider access
- A list of hospitals, doctors and dentist locations with automatic routing
- Pharmacy and veterinary service location with routing
- A personalised tracking service while driving, walking, hiking etcetera.

DOWNLOAD THE APP NOW!

Download the mySOS app from your app store – it is **FREE!**

Which phones are able to use the mySOS app?

- iPhones 4 and iPhone 5 running IOS 5 or later
- Android phones running Android version 4.0 or later



FOR MORE INFORMATION AND FAQ GO TO: WWW.MYSOS.CO.ZA