

YOUR LIFE IS OUR TIME, DIAL 997

NB: Prank call on this emergency line might result in loss of life of someone in an emergency situation

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EMERGENCY

medical services

DIAL 997



MINISTRY of HEALTH
REPUBLIC OF BOTSWANA



What is EMS?

Emergency Medical Services (EMS) is a type of emergency service dedicated to providing out-of-hospital emergency medical care, transport to definitive care, and other medical transport of patients with illnesses and injuries which prevent the patient from transporting themselves. EMS is also provided in the hospital by emergency care personnel.

What

Is emergency?

Emergency means any life threatening situation resulting from an illness or accident, which requires urgent treatment and transport to a medical facility

why

Was EMS established?

- In response to the burden of the high incidence of loss of lives and disabilities resulting from accidents and emergencies
- To improve emergency response to accidents and medical emergencies happening in the out of hospital setting e.g. at home, road traffic accidents

how

MOH EMS work?

- Members of the public and/ or health care professionals (where applicable) activate the Emergency Number **997** whenever there is an emergency.
- A call will be answered by an Emergency Medical Dispatcher who gathers information related to the emergency and prioritizes the call
- The sickest patients will be collected first by an ambulance that would be dispatched to the scene
- An ambulance may be diverted en route to go assist a patient who is more critical
- The dispatcher will call back to collect more information about the patient
- Victims in an emergency situation are transported to the nearest appropriate health facility

what

Will the dispatcher ask you?

- Where is the patient (location)
- What is the call back number?
- What is wrong with the patient?
- Number of patients?
- When did this happen?

how

To act when there is an emergency

- Immediately call 997
- Be calm, concise and clear
- Stay with the victim until the ambulance arrives
- If the victim is conscious, keep him/her calm and help him/her in a comfortable position. The victim should stop all physical activity, lie down, loosen clothing around the chest area.
- If the victim is bleeding, stop the bleeding
- If the victim becomes unconscious but breathing, make him/her lie on the side and clear the airway.
- If you think you are having a heart attack, lie the patient on his/her back. Check for breathing, movement or heartbeat
- If there is no patient movement, no breathing or no heartbeat, and if trained to do so, begin cardiopulmonary resuscitation (CPR)

ems

Does not transport

- patients who are not in an emergency situation
- Patients who need transport going for investigations (e.g. blood tests and xrays)and can transport themselves
- Patients who are stable going for check ups
- Patients who need transport to go and collect their medicines
- Non urgent patients referred to other health care facilities
- Patients back home after treatment
- Victims who lose their lives while at home or other emergency scenes

EMS is currently available in
Gaborone
Francistown
Palapye
Mahalapye

Call 997

For Complaints please call: 363 2578
Toll free: 0800 600 740

