

2015



| EMS



SERVICE GUIDE

*Emergency Medical Services*



# Introduction

Emergency Medical Services (EMS) comprises a system of care for victims of sudden and serious injury or illness. EMS plays a crucial health care role in rural and frontier areas. It is estimated that the average Malawian citizen will require the services of an ambulance at least twice in the course of their lives. Thus, the development of an effective EMS system is crucial to the health care of both urban and rural Malawi.

As we enter a new century of healthcare, MASM will continue to strive to provide its members with the best possible services available. Our main priority has and will always be the well being of our members in particular and the Malawian population in general. With all that MASM brings to the ambulance care arena, it's not hard to understand why so many lives are relying on us!

Since its inception in 1983, MASM has made a firm commitment to the development of healthcare facilities in the country hence the introduction of the Emergency Medical Services and quality after care transportation in Malawi. MASM has concentrated its efforts towards providing state-of-the-art patient care in a personal and compassionate manner. A personal approach to doing business has proven to be successful as evidenced by a reputation that is unparalleled in the country and the region.



MASM will maintain a fleet of over 10 ambulances and our staff of over 30 personnel is of the highest caliber in the industry. Our 24-hour communications center houses one of the most advanced computer aided systems in the country. Providing preventative maintenance and repair, our policy to dealer service all vehicles ensures mechanically sound vehicles.

In the development, implementation, and operation of a multi-faceted care and transportation system, MASM offers unique abilities, resources, and proven performance. Through our dedicated staff and experienced management team, we continue to raise the standards in the ambulance care workplace and demonstrate why so many lives are riding on us.





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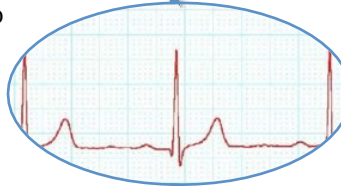


## 2.1 BASIC LIFE SUPPORT

The overall commitment of any Emergency Medical Services Organization is the provision of after care transportation. MASM EMS provides emergency transportation from hospitals, health care facilities, and residences.

All of our Basic Life Support (BLS) ambulances are staffed by two certified Emergency Medical Technicians who maintain quality care during transportation. Patients who require routine transport are provided a full assessment at the initiation of transport and closely monitored until the trip is completed. Making the patient comfortable both physically and mentally is a top priority.

With the Emergency Medical Service individuals will have a chance of increasing their survival rate during life threatening emergencies. Our crew is trained to maximize survival of cardio-respiratory emergencies and stroke, heart attack, cardiac arrest, stroke, choking cases, etc. our EMS crew personnel volunteer their own personal time to provide pre-hospital care and are usually available 24 hours a day, on weekends and during holidays. MASM EMS service will be there where it counts because every life counts.



## 2.2 INTERMEDIARY LIFE SUPPORT

MASM EMS provides acute medical transportation between hospitals, trauma centers and special care units for patients who require advanced monitoring by a paramedic. A certified Level IV Paramedic and a certified Emergency Medical Technician, staff our Advanced Life Support ambulances.

Paramedics work closely with the patient's physician and nursing staff to plan the appropriate treatment modalities during the transportation. MASM EMS provides patients with EKG monitoring, IV therapy and advanced airway management to all its members. A portable ventilator, automated IV pumps and pulse oximetry are all available upon request of a health care facility.

## 2.3 EVENT STANDBYS

When evaluating a provider's experience in providing onsite emergency medical health care, the MASM EMS service is unparalleled. Quite simply, our vast resources and extensive experience in coordinating care for large-scale events are the reasons we have been the choice of many.



## 3.0 SERVICE STANDARDS

Below are our service standards:

1. Telephone is answered within 2 rings;
2. Personnel identify themselves and their department when answering the telephone;
3. Callers are not transferred more than once;
4. Ambulances are off base within two minutes of receiving the call;
5. All callers are offered medical advice while ambulance is on its way;
6. During the processing of long range or air calls, relevant parties update each other every 10 minutes;
7. Response times for long ranges/aircalls Maximum 1 hour;
8. Patient care adhere to medical protocols;
9. All patients/relatives are given an explanation of procedures being carried out by crew;
10. All clients are acknowledged as soon as they walk into our office/reception area/control room;
11. All medical consumables in first aid kits are checked for expiry dates before sale;
12. All complaints are acknowledged within 24 hours; and
13. All complaints are resolved within 10 working days.

## 4.0 HOW TO ACCESS THE EMS SERVICE

MASM Emergency Medical Service is a membership driven facility. The bulk of the membership derives from Medical Aid Society Subscribers. Medical Aid members are encouraged to consult their Medical Aid Societies to verify membership status before accessing the service. There is also a variety of other pre-paid membership schemes specifically tailored to satisfy the different needs in education, industry, tourism and commerce to organisations that are MASM members.



The service can be accessed by dialing the following numbers:

**Blantyre Base:** 01 831 744/788; **Fax:** 01 831 722; **Access:** 0212 956 577; **Cell:** 0888 189 074/075; **MTL:** 0111 620 266

**Lilongwe Base:** **Cell:** 0888 189 070/072; **MTL:** 0111 627 307.

**Mzuzu Base:** **Cell:** 0888 189 068/069; **MTL:** 0111 620 263.

## 4.1 MEMBERSHIP CONTRIBUTIONS

- **MASM Members:** Call charge 30 km radius = K 15,000.00
  - Additional km outside 30 km radius = K 400.00/km
  - MASM covers according to patients scheme, i.e.:
    - VIP – 90%; Executive – 70%; Econoplan – 50%.



## 4.1 MEMBERSHIP CONTRIBUTIONS

- **EMS Members:** Call charge 30 km radius = K 22,000.00
  - Additional km outside 30 km radius = K 600.00/km
- **Non- Members**
  - Individuals – Call charge 30 km radius = K 26,000.00
  - Company – Call charge 30 km radius = K 45,000.00
  - Additional km outside 30 km radius = K 700.00/km
- **Event Cover Fee:** K 15,000.00 within city of Call Center
  - Additional km outside 30 m radius:
    - MASM Member = K 400.00/km
    - EMS Member = K 720.00/km
    - Non-Member = K 1000.00/km
- **International Partners Fees:**
  - Blantyre City to Chileka Airport = \$ 520.00 one way
  - Lilongwe City to Kamuzu International Airport \$ 650.00 one way
  - Additional charges outside 30km radius = \$ 20.00/km



## 4.2 WHAT TO DO WHEN CALLING FOR THE EMS SERVICE

When you phone for an ambulance, you will be required to supply the following information:

1. Name of caller and their telephone number
2. The patient's chief complaint. (It is very important to give as much medical information about the patient as possible)

3. The exact location of the patient (It is very important to be very specific)
4. The name of the patient's MEDICAL AID or OTHER MEMBERSHIP SCHEME (not where they are employed)
5. All patients/callers are encouraged to contact their Medical Insurance Company to access EMS Service

The quicker the above information is supplied, the quicker an ambulance can be dispatched. Remember not to put the phone down until told to do so by the dispatcher.

Within the urban centres where we have bases, if the patient's medical aid allows them to be admitted in a private hospital, we will take them to a hospital of their choice. If their scheme is such that they are only admitted in government hospitals, they will be taken to the nearest appropriate government hospital taking into account the zoning regulations set by the Ministry of Health.

It is important for members of medical aid societies to confirm with their societies whether they are covered or not and to also ensure that they carry their cards all the time.

## 4.3 PAYMENTS

Make sure all payments are made to MASM-EMS offices in Blantyre, Lilongwe, Mzuzu or through our account at NBS Bank as follows:

Account Name: **MASM-EMS**  
 Branch: **Blantyre**  
 Account Number: **0020366245074**  
 Account Type: **Current Account**



## 5.0 WHY DO YOU NEED MASM EMS COVER?

1. **Time**-The time taken for a victim to receive expert medical help in an emergency has a profound effect on an individual's future well being. Membership ensures emergency calls are processed quickly.
2. **Expert Medical Assistance**- MASM EMS is one of the most sophisticated critical care services within Malawi today. Control Centres and medical teams are ready to respond 24 hours a day, 365 days a year.
3. **Restrictions** – MASM EMS does not exclude membership to individuals with pre-existing conditions or who engage in "high risk" activities such as hunting, parachuting etc.
4. **Age** – MASM EMS has no ceiling on the age of an individual at the time of joining
5. **Evacuation** – MASM EMS will evacuate you by road or air to the most suitable medical facility within Malawi in the quickest possible time depending on the scheme one is under.

6. **Responsibility** - your health and well-being is your responsibility - join MASM EMS now – your life may depend on it.
7. **PEACE OF MIND** – MASM EMS is a phone call away and can also be reached by fax and e-mail. Join the MASM EMS Service and know that we will be there if your life depends on it.

All enquiries relating to membership should be directed to the MASM Marketing department at MASM House, 22 Lower Scatler Road. Telephone Nos. 01 820 298, 01 820 543, 01 820 370 or contact us using email using this address: [management@masmw.com](mailto:management@masmw.com).

For all other MASM EMS related issues contact [kkwangu@yahoo.com](mailto:kkwangu@yahoo.com) or visit [www.masmw.com](http://www.masmw.com).







## 6.0 FREQUENTLY ASKED QUESTIONS

### 1. What does MASM EMS stand for?

MASM EMS stands for Medical Aid Society of Malawi Emergency Medical Service.

### 2 Who is entitled to the MASM EMS service?

MASM EMS is a membership driven organization and although anyone can access the service, preference is given to members.

### 3 How does one become a member?

The bulk of our membership is from MASM members and In-house Medical aid schemes and members are advised to contact their respective schemes to verify status of their membership. Other schemes ranging from corporate to individual schemes are available through the marketing department.



### 4. Is MASM EMS membership affordable?

MASM EMS relies on regular income to sustain the service at the current level. We encourage people to join as members because it is more affordable than paying per call when an emergency arises.

### 5. What does MASM EMS membership cover?

Members are entitled to call on MASM EMS for ambulance services by road 24hrs a day, 365 days a year.

### 6. Why should I become a member when I live in an area where you do not have a base?

The reality of the health delivery system in Malawi is that most specialist doctors and diagnostic facilities are concentrated in the bigger urban centers. To access them one needs to be moved in a controlled environment under proper medical care.

### 7. Are there any shortfalls for members?

The subscription fee paid by the member covers them totally for evacuation by road and no further costs are incurred.

### 8. When does one call for an ambulance?

When the patient is facing a life or limb-threatening emergency. If in doubt phone the MASM EMS control centers.





## 9. What happens when one phones for an ambulance?

The MASM Emergency Medical Dispatchers will ask them a series of questions that will assist them to determine the nature and location of the emergency in order to activate an appropriate response. Cooperation with the Dispatchers ensures a speedy response.

## 10. Which hospitals are patients taken to?

Patients are moved to the nearest appropriate medical facility depending on the limits of their medical insurance.

## 11. Does MASM EMS have any hospitals?

No. MASM EMS is an ambulance service. However, its parent organisation, MASM owns a stake in Mwaiwathu hospital and runs day clinics.

## 12. Who crews the MASM EMS ambulances?

The ambulances are crewed by highly trained Ambulance Technicians, Emergency Medical Technicians, and Registered General nurses. The level of response is determined by the nature of the emergency.





## 7.0 REFERRAL GUIDELINES

MASM EMS guidelines for referring doctors and medical facilities.

### 7.1 MASM EMS is able to effect an evacuation where payment is by:

- Medical Insurance
- Telegraphic Transfer
- Cash

### 7.2 Medical Insurance details are required i.e.

- Name of insurance company and telephone numbers.
- The full names of the patient.
- Date of birth
- Policy number
- Valid travel documents with visas where necessary.

MASM EMS will request a guarantee of payment (G.O.P) from the insurance company.

### 7.3 Receiving Hospital/Specialist

Should the treating doctor have a receiving hospital / specialist of their choice, MASM EMS has to be informed as the receiving hospital may require cash or guarantee of payment (G.O.P) from the insurance company. If not, with the advice of the treating doctor, MASM EMS can assist with making the above arrangements.

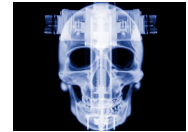
### 7.4 Logistics

For accompanying relatives, only one relative may accompany with minimum luggage and should have adequate cash for his/her upkeep. MASM EMS can assist in organising accommodation for the relative. The final decision on whether or not a relative/s will be carried is the driver's.

- A referral letter
- Any accompanying relative
- The amount of baggage (if any)

### 7.5 Medical History

- Full names of the patient, date of birth
- Chief complaint / main problem
- General condition of patient – (ill / serious / critical)
- Baseline of patient - Glasgow Comma Scale (GCS), Blood Pressure (BP), Temperature, pulse and respiration rate. This is essential to allow us to determine whether ventilation, blood transfusion etc. are required.
- Past medical / surgical history (if any)



### 7.6 Investigation Results

The following information will be required:

- Any X-rays done.
- Where and the doctor's opinion regarding same.
- Laboratory results: Date: H.B., U&E, Blood gases etc.

### 7.7 Medications

The following information will be required:

- Drugs that the patient is already taking
- The route and frequency
- Any known allergies



**You can stop**  
**CORRUPTION**  
**THEFT FRAUD & SCAMS**



You now have a safe way of reporting issues of theft, fraud, scams and corruption occurring within MASM through independent and professional Tip-offs Anonymous, part of Deloitte, who will ensure that your identity is kept a secret and that your report goes to someone not involved in the theft or fraud.

**Deloitte.**  
Tip-Offs Anonymous

**TRUST US**  
**TALK TO US**

**Typical Scams include:**

Securing contracts through corrupt means; Misuse of drugs in Clinics and Pharmacies; Service providers exaggerating claims or presenting falsified claims; and, Cheating in terms of use of substandard materials or compromise of specifications in construction or renovation of Clinics

**Tip-Offs Anonymous** will after receipt of reward money from MASM make a payment to the person who made the tip-off. The identity of the informer will always be protected in the process.

**How can you pay a reward to me if I do not put my name on my Tip-offs report?** You do not need to tell us your name when you write to us. All you must do is make up your own five-digit number, which you must put at the end of the report, e.g. numbers like 51230 or 64387. You must remember this number. If you phone our Call Centre, remember the reference number our operator provides you with.

**Tip-Offs Anonymous Report should include:** 1. Type of irregularity. 2. Where and when it occurred. 3. Who is allegedly involved in the irregularity. 4. How much money/property is involved. 5. Are there any witnesses. 6. Proof or evidence. 7. Full description of events.

**Make a Report today. Contact us on the following:**

**Toll Free: 8000 0 847 MTL or 847 AIRTEL & TNM. Fax: 01 821 229**

**Email: [reportsqm@tip-offs.com](mailto:reportsqm@tip-offs.com)**

**Free Post: P.O. Box 1726 Blantyre, Malawi**





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**CONTACT DETAILS**

**MASM EMS Blantyre**

**Tel: 01 831 744/788 Fax: 01 831 722**  
**Cell: 0888 189 074/075: MTL 0111 620 266**  
**Access: 0212 956 577**

**MASM EMS Lilongwe**  
**Cell: 0888 189 070 / 072**  
**MTL: 0111 627 307**

**MASM EMS Mzuzu**  
**Cell: 0888 189 068 / 069**  
**MTL: 0111 620 263**

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**Email: [kkwangu@yahoo.com](mailto:kkwangu@yahoo.com)**

**Or visit:**

**[www.masmw.com](http://www.masmw.com)**