



# IN A MEDICAL EMERGENCY WHO WOULD YOU CALL?

## FAQ

DIAL \*9999 or (08) 3822 0121

### ***What is EMR \*9999?***

EMR \*9999, an extension of Family Medical Practice's emergency services, is the first privately owned and operated 24/7 emergency medical response system in Vietnam, styled after 911 in the U.S. with certification from the International Academies of Emergency Dispatch (IAED).

### ***Are EMR \*9999 services available to subscribers only?***

Subscribers and non-subscribers may dial the emergency number \*9999 from anywhere in HCMC with life-saving support in English and Vietnamese. Only subscribers are entitled to unlimited and free ambulance transportation and emergency medical care en route within the **HCMC coverage zone** (subject to terms and conditions). Non-subscribers will be charged for ambulance services. **Please note that \*9999 should only be dialed in genuine emergencies.**

### ***What is the coverage area?***

Districts 1, 2, 3, 4, 5, 6, 7, 8, 10, 11, Phu Nhuan, Binh Thanh, Go Vap, and Tan Binh.

### ***What are the benefits of using the \*9999 service over going straight to the nearest hospital by private or public transportation?***

Life-saving medical advice is available from the moment you call. Statistics show that medical guidance given by phone can greatly increase the chances of patient survival even when no medical professional is on the scene. Treatment and medical care can be administered while being transported to the medical facility. Our ambulances are similar to mobile intensive care units, manned by professional teams who maintain a constant telemedicine communications link with the alarm center and the emergency teams in the clinic.

### ***What should I expect when I dial \*9999?***

The \*9999 protocol is designed to determine the nature of your emergency as quickly as possible. The sequence of questions is based on the international ProQA system, which itself is compiled from decades of emergency response experience from all over the world. Please answer the call-taker's questions accurately and calmly. You will then receive medical advice and instruction. If your responses indicate that an ambulance is required, it will be triggered automatically by the system and dispatched to your location.



**EMERGENCY  
MEDICAL RESPONSE**

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## ***What will I tell the call taker when I dial \*9999?***

It is important to provide your name, address, and phone number so that we can call you back immediately if the line is disconnected. You should also provide your exact location, the details of the emergency (if known), the condition of the patient, and anything else that is relevant. Stay focused and give specific answers to all questions.

## ***Why does the call taker need to ask so many questions?***

We need to ask a lot of questions to determine the extent of the patient's injuries. The information you provide can enable us to guide you in giving immediate treatment – which could involve instructing you in CPR. Medical instruction over the phone can greatly increase the chances of patient survival, even before a medical professional is present on the scene. Incomplete answers to questions may result in inappropriate medical treatment for which EMR \*9999 cannot be considered liable.

## ***What is the subscription fee and what does it covers?***

The subscription fee to EMR \*9999 is VND575,000/person/year. It entitles you to:

- 24/7 EMERGENCY CALL SERVICE in English and Vietnamese.
- Unlimited and free ambulance transportation and emergency medical care en route within the HCMC coverage zone (subject to terms and conditions)

## ***How many times can I call EMR \*9999 for emergency assistance per year?***

There is no limit to the number of emergency calls you can make from anywhere in HCMC to the EMR \*9999 service.

## ***What happens if I have an emergency and am outside the coverage area?***

Emergency response is only covered while you are physically within the coverage zone. If you have an emergency outside of the zone boundaries, you may still dial the EMR \*9999 service for medical advice. Ambulance dispatches outside the coverage zone for members and nonmembers will be charged per use at standard rates starting from VND 7,958,000.

## ***What services are available to non-subscribers?***

Non-subscribers may access the 24/7 emergency call service from anywhere in Ho Chi Minh City, but will be charged commercial ambulance transport rates for all uses.



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## ***Will an ambulance be dispatched when I call?***

An ambulance will be ready to respond to your emergency from the moment you call. If the ProQA System determines that your emergency is life threatening, the ambulance will be dispatched immediately. Many emergencies are resolved without the need for ambulance pickup.

## ***Are ambulances always available?***

The EMR \*9999 ambulances are available for emergency response 24/7. Please note that in periods of high demand, an ambulance may not be available immediately but will be dispatched as soon as possible.

## ***Can the patient request their preferred medical facility?***

If the patient is conscious, their preferred care facility will be taken into account, although not at the expense of his or her life and well-being. Patients will only be transported to international and local medical centers with specialized facilities.

## ***Which medical centers will I be taken to if an ambulance is dispatched?***

The Emergency Medical Doctor will decide which medical center the patient will be taken to based on proximity and the most appropriate medical facilities relative to the condition of the patient.

## ***If I'm a subscriber, will I need to pay an ambulance pickup fee or any additional fees?***

All emergency response services provided by EMR \*9999 are covered by your subscription. Fees for medical attention may be charged by the facility to which you are taken. Ambulance dispatches outside the coverage zone for members and nonmembers and all international medical evacuations will be charged per use at standard rates.

## ***If I am in an emergency and unconscious, how will people around me know I am a subscriber?***

You will be issued with a subscriber card, but there can be no guarantee that people around you will discover it. Tell friends, family, and colleagues about your subscription for your safety.



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