

FAQ

DIAL *9999 or (028) 3744 9000

Why EMR *9999?

EMR *9999 is Vietnam's first privately-owned and internationally-accredited 24/7 emergency medical response provider. An extension of Family Medical Practice's emergency services, the introduction of the service in Vietnam makes this country the 53rd worldwide to receive certification from the **International Academies of Emergency Dispatch (IAED)**. EMR *9999 is available 24 hours a day to receive calls concerning medical emergencies only.

- Our medical trauma and life sustaining teams have undergone vigorous training and are certified to provide full emergency support.
- Each ambulance is similar to a mobile ICU, staffed by professional teams who maintain a constant telemedicine communications link with the alarm center and the emergency teams in the clinic.

Calling EMR *9999

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

- The *9999 protocol is designed to determine the nature of your emergency and the appropriate response 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.

*What details should I tell the call-taker when I dial *9999?*

The call-taker will ask numerous questions to establish the nature of your emergency as quickly as possible. It is important to provide your call-back number so that we can call you back 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 relevant. Please answer the call taker's questions accurately and calmly, and try to give specific rather than general answers. Incomplete answers to questions may result in inappropriate medical treatment for which EMR *9999 cannot be considered liable.



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IN A MEDICAL EMERGENCY

WHO WOULD YOU CALL?

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. Statistics show that early medical attention, **even under voice guidance by phone**, can greatly increase the chances of patient survival.

Membership Subscription

EMR *9999 services are available to subscribers by priority entitlement. Member benefits include unlimited emergency calls and ambulance dispatch services during the validity of the coverage plan. The subscription fee is VND575,000/person/year.

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

The emergency number *9999 is available to all callers from anywhere in HCMC offering 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 city (subject to terms and conditions). Non-subscribers will be charged standard rates for ambulance services, and will not have priority over subscribers. **Please note that *9999 should only be dialed in genuine emergencies.**

How will the call-taker verify my subscription?

The call taker will need to ask you a few questions to establish your subscription status. This should not interfere with dealing with the emergency at hand.

*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 to the EMR *9999 service.

Why should I subscribe if I already have medical insurance coverage?

Your medical insurance policy may or may not cover the kind of services provided by EMR *9999. Subscribers to EMR *9999 get preferential ambulance transport service and non-subscribers are not guaranteed service availability. For the safety of you and your family, we encourage the peace of mind offered by the annual subscription fee.

Coverage Areas

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

Emergency response coverage is only available while you are physically within the emergency response zone. If you have an emergency outside of the zone boundaries, you may still dial the EMR *9999 service for medical advice. Medical evacuation is available outside the zone at standard rates.



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WHO WOULD YOU CALL?

If I live outside the coverage area can I still subscribe?

Yes, although your subscription will only cover for ambulance response while you are within the specified service area, you will be charged standard rates if an ambulance pickup is necessary from your home or elsewhere outside the coverage area.

Ambulance Dispatch

An ambulance will be prepared to respond to your emergency from the moment you call. The call-taker will ask you a series of questions and if the ProQA System determines that your emergency is life threatening, the ambulance will be dispatched immediately. This procedure also enables the call-taker to deliver instructions and treatment options by phone while the ambulance is being prepared.

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 its proximity and medical facilities relative to the condition of the patient. The critical factor in this decision will be the patient's immediate medical needs. Patients will only be transported to international and local medical centers with specialized facilities. The medical team on duty will select the most appropriate destination based on the patient's condition. Please note that if you are transported to a medical facility not covered by your insurance plan in order to save your life, EMR *9999 cannot be held liable.

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. All our doctors are required to strictly follow this protocol to ensure that the best treatment for the patient is the foremost concern.

*If I'm a subscriber, will I need to pay an ambulance pickup fee or any additional fees for when the EMR *9999 team stabilises me on the way to the medical center?*

All emergency response services provided by EMR *9999 are covered by your subscription. Fees will only be charged for medical evacuation outside our coverage zone. Fees for medical attention are likely to be charged by the facility to which you are taken.

During an Emergency

*If I am in an emergency and unconscious, how will people around me know I am an EMR *9999 subscriber?*

For your protection, please make sure that the people who are frequently around you—including friends, family, and colleagues—are aware of your current EMR *9999 subscription, in case they need to dial the service on your behalf if an emergency occurs. In situations where you're among strangers, make sure your subscriber card is as easy to find as possible to give them immediate access to the emergency hotline number.



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WHO WOULD YOU CALL?

Can the call-taker prescribe medication?

EMR *9999 call takers are not permitted to prescribe medication to callers. In cases where prescription medicines may be required, callers will be advised to contact their doctors.

*If I am at the scene of an accident where a police presence is necessary, are EMR *9999 staff required to alert the police first?*

The call-taker's first responsibility is to determine the nature of your emergency and to provide the appropriate medical response following ProQA protocols. Our emergency dispatch team will then observe all necessary legal requirements with regard to informing police of an emergency, although our top priority will always be your safety and well-being.

Will my property be protected?

If the emergency response team is able to protect your property, they will do so, but this cannot be guaranteed as EMR *9999's first priority will be to protect your well-being. While every effort will be made to protect your property, we do not accept liability for any losses that may occur.



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