

EMERGENCY PRE-HOSPITAL MEDICAL INSURANCE FOR VISITORS TO ZIMBABWE

When travelling abroad, the usual advice for accidents and medical emergency is to get good international insurance cover – one that gets you admitted into a decent medical facility. What is often missed, though, is that the most exciting destinations, the get-away-from-it-all places, are naturally in the remotest areas in the middle of nowhere.

A medical emergency in a remote place means the absence of what most people take for granted: the lack of first class medical facilities down the road, the absence of the local pharmacy, the absence of a well-maintained road network and in some extreme cases the absence of a reliable phone network.

In an emergency, your International Insurance will get you admitted into a decent medical facility. But how do you quickly organise the necessary authorisations to transfer you there from the middle of the bush? Travel insurance policies rarely provide cover for evacuation from the scene of the accident to the hospital.

Zimbabwe has several very reliable and effective ambulance services which will operate in remote areas: ACE, EMRAS/Life Flight or MARS (Medical Air Rescue Services).

MARS (Medical Air Rescue Services)

<http://mars.co.zw/index/index.php>

MARS HOTLINES: +263 4 771221, +263 712 600002 or +263 4 706034

MARS contacts across the country:

Harare HQ (2 Fairbridge Ave, Belgravia): +263 4 790594

Bulawayo: +263 9 64082

Gweru: +263 54 223339

Kariba (11 Libuyu Ave, Kariba Heights): +263 261 2146453/4 or +263 772 377406

Kwekwe: +263 55 21999

Masvingo: +263 39 263222

Mutare: +263 20 66466

Victoria Falls (94 West Drive): +263 13 44646 or +263 712 404950

Marondera: +263 279 24949

Medical Air Rescue Services (MARS) has been in operation since 1991. It operates 10 bases in Zimbabwe in Harare, Bulwayo, Kwekwe, Kadoma, Gweru, Victoria Falls, Mutare, Masvingo, Kariba and Marondera. With a fleet of road ambulances & air ambulance, MARS is ideal for evacuating patients from Southern and Central African region and beyond.

MARS has a dedicated air ambulance stationed 24/7 at Harare International Airport for medical evacuation flights. The King Air 200 is permanently configured as an Intensive Care Air Ambulance and has a dual life port system on board. MARS also has access to other planes.



MARS has a fleet of Critical Care Road Ambulances stationed in MARS bases across Zimbabwe and is ideally positioned to service not only the domestic market but the Southern and Central region as well. It is equipped to Advanced Life Support (ALS) levels with highly trained medical personnel. The company employs over 200 highly qualified professionals including specially trained doctors, nurses, ambulance technicians and emergency medical dispatchers. These medical personnel have extensive experience and training in emergency evacuation and are on standby 24 hours a day, 365 days of the year.

MARS is also capable of evacuating patients to Europe in conjunction with partners in the region or North Africa. MARS has the capacity to carry out medical escorts throughout the world. It has relationships with customs and immigration in various countries allowing 24/7 access for immediate evacuation when the need arises.

Visitors to Zimbabwe are advised to take out a MARS Tourism Subscription for \$3.50 per person per day, which offers the following:

- Road or air emergency evacuation (even in remote areas) to the nearest appropriate medical facility under the medical supervision of qualified professionals in the shortest possible time. (Note, this service is not always covered by international medical insurance policies.)
- In-hospital monitoring on patient progress
- Health advisory line 24hrs a day
- Further transfer to a medical facility of choice worldwide determined by the benefit limits and approval of the individual's medical insurance policy.

ACE Air & Ambulance

<http://www.ace-ambulance.com/>

ACE: +263 4 302 141

Air & Ambulance 24 Hour Support: +263 782 999 901, +263 782 999 902 or +263 782 999 903

Ace Air & Ambulance is licensed and approved to conduct Ground and Air Evacuation, within Zimbabwe and the Region. Operating from Avondale, Harare as well as Harare International Airport on the air side (in conjunction with Halsted's Aviation Corporation), Ace is fully equipped to handle any emergency that may come your way.

Ace Air & Ambulance have a 24 hour call centre, operated by trained Emergency Medical Dispatchers, with 24 hour crews on standby.

Ace has 3 Beech craft King Air Aircraft at their disposal. The King Air 200 being their ICU permanently configured craft that is suited to land at airstrips where most other jets cannot land. Ace has well managed quality control and safety management systems governing the operations of their air ambulances, under the regulatory authority of the Civil Aviation Authority of Zimbabwe. The aircrafts are supplied by Halsted's Aviation Corporation (HAC), who have been operating since 2006, based at Harare International Airport. The shareholders are the same in both companies, thereby ensuring accountability and transparency throughout.



2014 Toyota Quantum Panelvan Ambulances that adhere to the most stringent internationally regulated standards, including two permanently fully configured Intensive Care Mobile Unit Ambulances, with advanced life support capability (ALS).

EMRAS (Emergency Medical Rescue Ambulance Service)

www.psmi.co.zw

EMRAS: +263 4 701450, +263 4 701481, +263 4 707620,
+263 4 702423, +263 4 701665, +263 4 701490, +263 772 140870/873

EMRAS is the ambulance wing for the PSMI Group. With the capacity to handle both road and air emergency medical rescues, EMRAS has 8 base stations situated in major towns across Zimbabwe. EMRAS main mandate is to provide professional emergency treatment and specialised transport to patients suffering from acute illnesses or injuries. Treatment and transport are provided by trained ambulance officers, who are highly skilled in the delivery of pre hospital patient care.

EMRAS ambulance service offers: Air medical evacuation, Emergency and non-emergency air evacuation and accompaniment/repatriation of patients on commercial airline flights, Emergency ambulance response, Inter-hospital transfers, Long range road ambulance transfers, Sport and public event cover.



**Choose your Insurance carefully,
Have a Safe Journey!**

