



Remote Risk & Emergency
Medical Professionals

No. 4, Plot 16, Tyger Valley, Pretoria
PO Box 72718, Lynnwood Ridge, 0040

T +27 12 817 2162

F 086 631 1236

E accounts@africasafe-t.com

W www.africasafe-t.com

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To Whom It May Concern:

MEDICAL SERVICES – KINGS CAMP, Timbavati Nature Reserve

This letter serves to confirm that Kings Camp has been a client of Africa SAFE-T for the past 9 years. Africa SAFE-T provides tele-medical advice, incident management and emergency medical response to the lodge.

MAJOR MEDICAL EMERGENCIES

In the event of a major medical emergency occurring at the lodge, Kings Camp will immediately contact the Africa SAFE-T Incident Management Centre. The Incident Manager on duty will dispatch our emergency medical response unit from Hoedspruit to the lodge (35-minute response).

While the medical response unit is mobile to the lodge, our medical team will assess the situation and the patient's condition telephonically. The medical team is comprised of paramedics, nurse practitioners and accident and emergency doctors. The medical team will be assisted by the lodge staff on the ground who are comprehensively trained in advanced wilderness first aid. The medical team will also provide first aid guidance to the lodge staff in accordance with their training. The lodge has comprehensive and advanced medical equipment on site which includes bag-valve-masks, blood pressure monitors, pulse oximeters, pneumatic tourniquets and more. They also have spinal immobilisation equipment for trauma patients.

During the first aid guidance process the Incident Manager on call will ascertain which emergency medical evacuation resources are available at the time of the incident. This will include both ground ambulances and air ambulances. These resources will either be dispatched or placed on standby depending on the severity of the incident. The Incident Manager will also liaise with the hospital and the patient's travel insurance. The incident manager will attain guarantees of payment for the hospital and evacuation services from the travel insurance.

Once the medical response unit arrives on site the paramedic will begin immediate life saving interventions and perform advanced patient assessments. The paramedic will then consult with our accident and emergency doctor on call for further treatment advice. The doctor on call will also determine which evacuation method is appropriate for the incident at hand.

The paramedic will provide supportive patient treatment and monitoring while a medical evacuation provider is activated and en route. In the event of a ground evacuation being used our paramedic will transport the patient to a meeting point to reduce the total evacuation time and to prevent any unnecessary delays in receiving comprehensive medical care in an appropriate medical facility.



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Africa SAFE-T utilises Nelspruit Medi-Clinic as its preferred hospital in the area. The hospital provides comprehensive medical facilities for all major specialties.

MINOR MEDICAL EMERGENCIES

In the event of a minor medical ailment occurring at the lodge, Kings Camp will immediately contact the Africa SAFE-T Incident Management Centre. Our medical team will then consult with the patient telephonically. The medical team is comprised of paramedics, nurse practitioners and doctors. The medical team will be assisted by the lodge staff. The lodge staff will gather diagnostic information on behalf of the medical team. The medical team will then compile a medical management plan for the patient. This plan will indicate the likely cause of the symptoms and the recommended treatment.

The lodge staff will issue to the patient the required medication if they have it on site, alternatively an Africa SAFE-T representative will be dispatched to the lodge to release medication to the patient. The medicines include basic over the counter medications as well as some prescription medications. This consultation service prevents any unnecessary evacuations to a medical facility for minor conditions.

We trust that you will find the above to be in order. Please do not hesitate to contact us should you require any additional information.

Yours Sincerely,

Mr. Lucien Niemann
Executive Director