



Who is covered by EMS?	Any registered TUT student. The student is covered for the entire academic year including holidays.
What number should a TUT student call in case of a medical emergency?	Telephone: +2711 958 9085 WhatsApp: +2782 969 0666
Can this number be called from any cell phone or any telephone in South Africa?	Yes, any phone or service provider including Cell C, MTN, 8ta and Vodacom can be used and calls are charged at standard cell phone rates.
Where are TUT students covered by EMS?	Students are covered anywhere within South Africa during the academic year when they are: <ul style="list-style-type: none"> • On and off campus e.g. at home, in class or whilst performing activities on campus; • When travelling to and from the university; • During official university events • On holiday
When can I call Maponya 911 for assistance?	When a student has a medical emergency
What do you say when Maponya 911 answers the call?	I have an emergency and I am a student from Tshwane University of Technology.
What number are you calling from?	Give the telephone number you are calling from in case the call taker needs to call you back or if the phone gets disconnected while you are talking
What is your name and student number?	Maponya 911 needs to record who is activating the emergency so say your name, your student number and that you are a student of Tshwane University of Technology.
Where is the emergency?	Give the correct name of the building and address, street name and number, nearest road name (if in town), a description of how to find you. The better your description and information, the quicker life-saving paramedics can find you.
What's happening there?	Maponya 911 needs to know how many ambulances to send and if a helicopter or the fire department or SAPS are also needed for the emergency. For example, say 2 people are injured in a car accident, 1 of them is very bad and I don't think he is breathing and the other is bleeding very badly; or a girl has collapsed, she is breathing but she is not talking.
Do you need emergency instructions while the paramedics respond?	If you need advice on first aid, stay on the line and the call taker will guide you to help the person. For example, how to do CPR, not to move the person if they have fallen, not to give them something to eat or drink.
Will the TUT student be transported to a private hospital or a provincial hospital?	Maponya 911 is not a medical aid so if a student is not on a medical aid, they will be taken to the closest provincial hospital. If the student does have a medical aid, they will be taken to the closest most appropriate private hospital. Any costs from when you arrive at the hospital will be for the students own account.

