

# Medi Response

Quando a sua vida depende disso



## Medi Response Mozambique Overview

**MRH**  
PROUDLY  
MRHOLDINGS



Founded in 2009, the Medi Response Group is a well established, high-profile and recognisable industry leader in the Southern Africa pre-hospital private health care environment and market.

Medi Response Mozambique was established in 2018 and carries the industry expertise from its major shareholder, Medi Response Holdings (PTY) Ltd, based in South Africa, supporting it on providing services with international standards.



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# Medi Response Current Service Offering

Medi Response offers comprehensive out-of-hospital healthcare integrated solutions throughout Mozambique.

Our wide range of capabilities allow us to offer customisable; professional; client-focused turnkey solutions across a range of service fields, including but not limited to –

- (i) Sporting and recreational events;*
- (ii) Site-based medical services;*
- (iii) Local and international medical repatriation;*
- (iv) EMS road operations*
- (v) Home based care; and*
- (vi) Training and education*

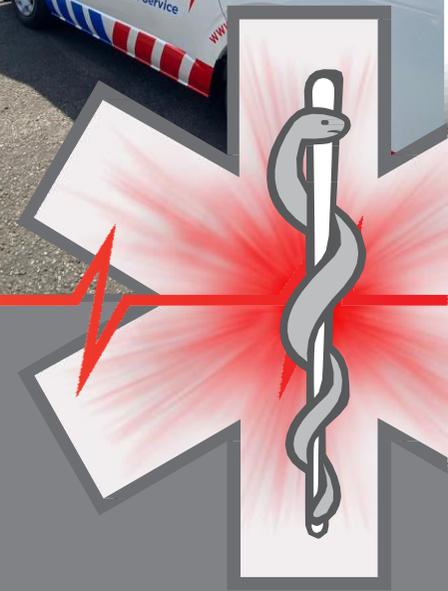


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**Medical Operations  
Mozambique Based**





Medi Response offers comprehensive event medical standby, medical staffing and equipment, on-site clinics or medical command centers, as well as risk and safety management services across a wide range of sporting and recreational events of any scale. The service options can integrate:



## *Event Medical Service*



- Dedicated event medical staff and vehicles
- Operational event control center
- Medical risk assessment and auditing
- Event safety and risk management
- Specialized medical deployment
- Integrated event medical resource management
- Medical staffing
- Executive client base





# Remote Site Medical Service

Medi Response provides our clients with dedicated Emergency Medical Services in remote locations where formal medical facilities are far or where the existing medical infrastructure is inadequate for their need. The service consists of:

- Dedicated emergency medical services
- Onsite primary health care services
- Occupational health care services
- Onsite clinics
- On and off-road 4x4 vehicles
- Onsite medical risk assessments
- Logistics and supply chain management
- Integration with aero medical evacuation
- Medical operational plans & onsite training





# **360° Global Medical Service**

## **AERO MEDEVAC**

With its own resources and access to a network of specialized aviation partners, Medi Response always guarantees availability regardless of demand with the best response time on the market.

The competence of our medical team and the equipment used in flight allow us to transport patients from basic up to intensive medical care level.

We count on our network of local service providers who have proven very reliable, and work with the assistance of our clinicians assigned to the aircraft in areas where Medi Response is not yet established for ground support.

**Medi  
Response**

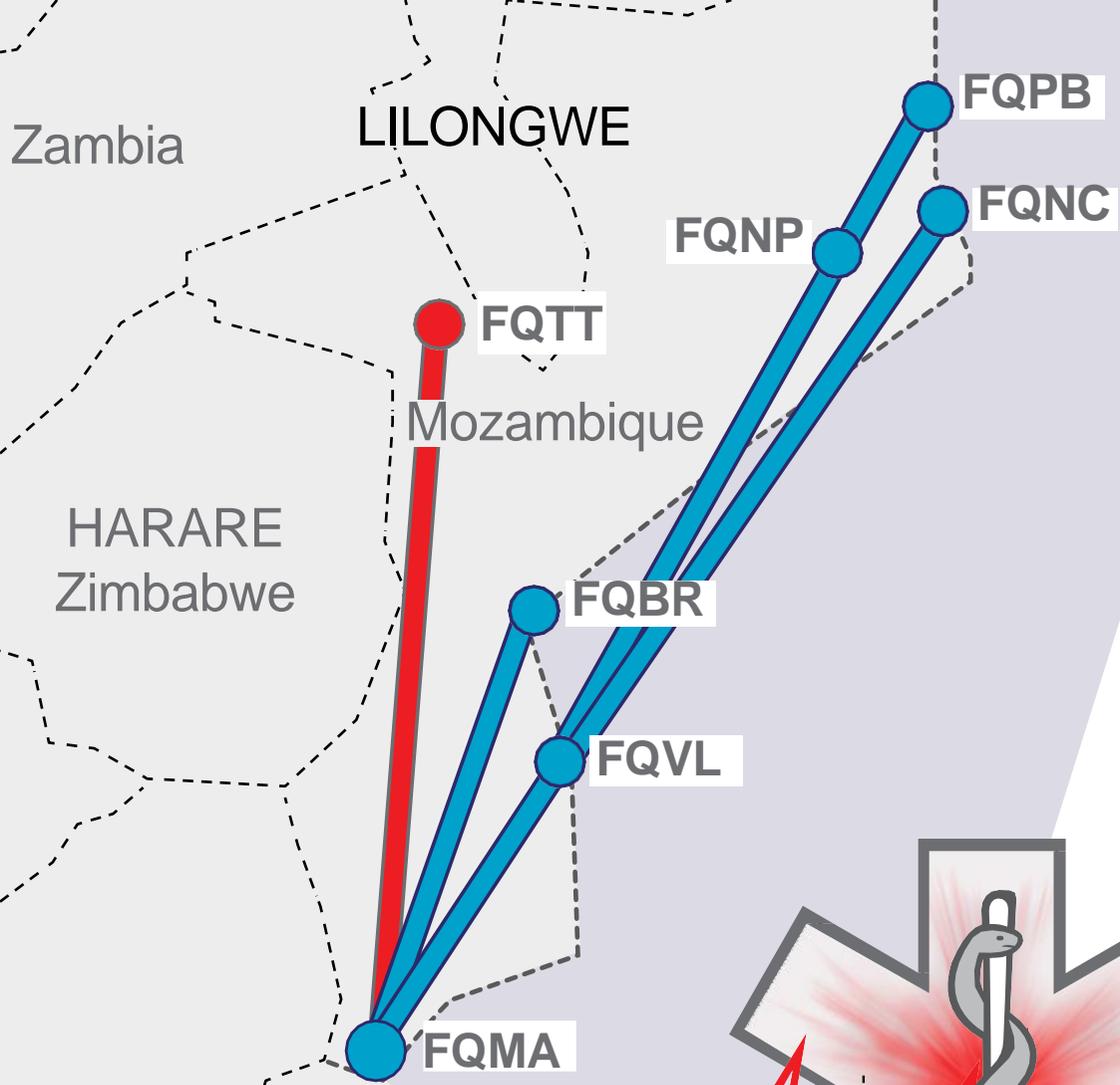
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# Aircraft Typical Flight Times in Mozambique

All times indicate flight hours to/from Maputo.

Johannesburg – FAOR 01h30

Vilanculos – FQVL 02h00

Beira – FQBR 02h30

Tete – FQTT 03h00

Nampula – FQNP 04h00

Nacala – FQNC 04h30

Pemba – FQPB 05h30

\*Exclude mobilization and airport time delays.

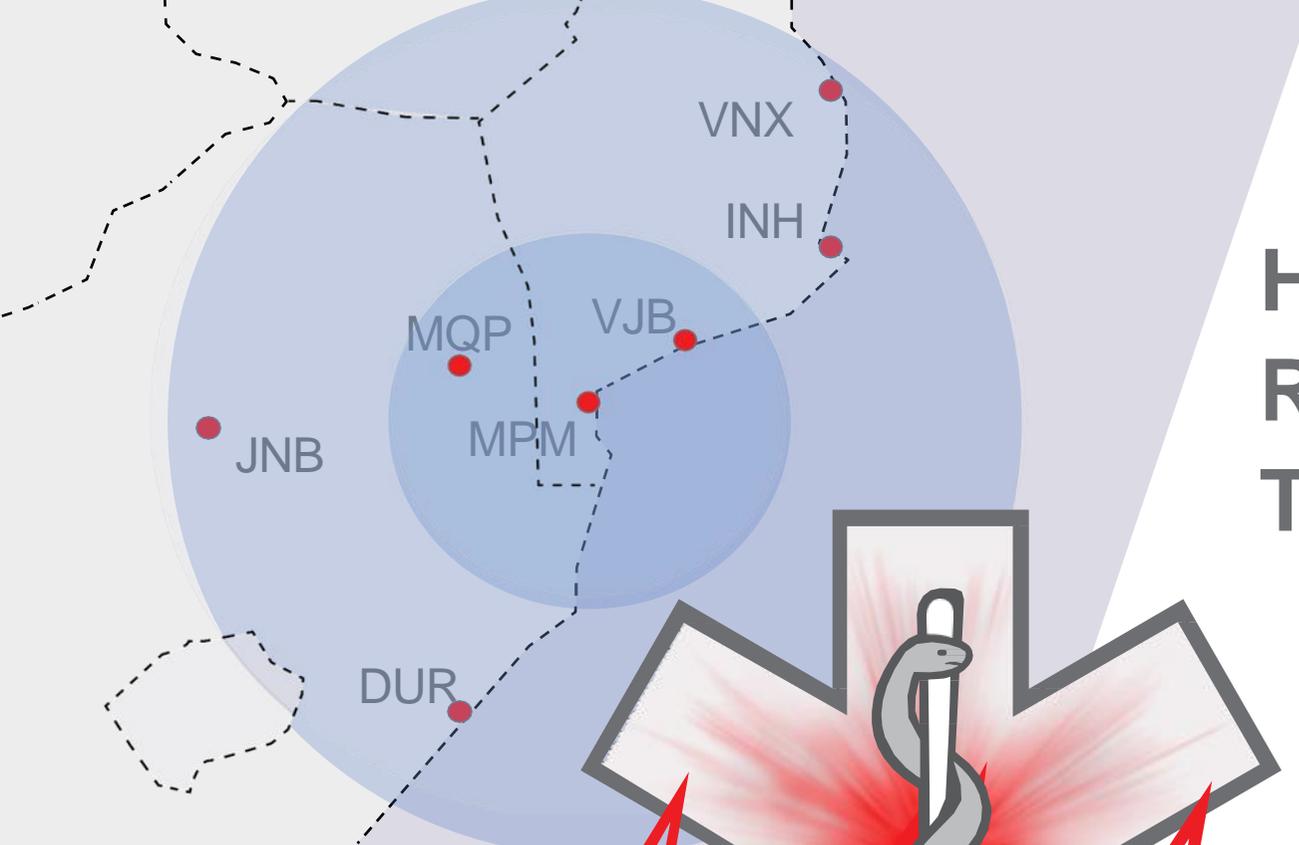


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Emergency Medical Service





# Helicopter Typical Range Maps and Flight Times

- Maputo – Nelspruit 1h21
- Maputo – Durban 2h50
- Maputo – Johannesburg 2h51
- Maputo – Bilene 1h20
- Maputo – Xai Xai 1h17
- Maputo – Inhambane 2h28
- Maputo – Vilanculos 3h17
- Maputo – Ponta De Ouro 1h00

\*Exclude mobilization and airport time delays.





*Emergency*



*Medical Service*

Medi Response services an array of emergency medical calls ensuring our patients attain the necessary medical treatment required, as well as coordinate and provide inter-hospital and planned patient transfers anywhere around the country. The service consists of:

### **Primary Emergency Response Services**

- Client Specific Response
- 24/7 Advanced Life Support Ambulance Service

### **Specialized Patient Movement Services**

- Nationwide Inter-Hospital Transfers
- Intensive Care Transportation
- National & International Commercial Air Medical Escorts





## *Education & Training*

Medi Response offers our clients accredited training courses in First Aid, Adult CPR, Neonatal and Paediatric CPR, Basic Life Support for Healthcare Providers, as well as American Heart Association accredited courses. Our Education and Training department are constantly developing new and relevant training courses, such as our CoViD-19 Screening, Cleaning and Prevention Courses.

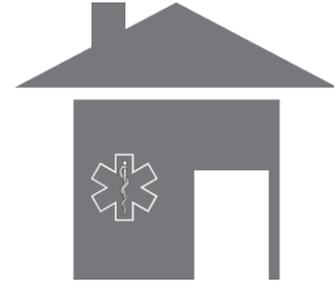
- First Aid courses (accredited & practical)
- First aid corporates audits
- Emergency evacuation plans
- Resale and implementation of emergency equipment and solutions
- American Heart Association courses

Accredited by:



American  
Heart  
Association.





Home Care is a service conceived for patients that require medical assistance at home who are looking for convenience, privacy, quality care and treatment. It is integrated with our EMS service, and for support, we rely on our partners for all lab and radiology exams. The service consists of:

- Consult and assessment with a Medical Doctor
- Nursing visits
- Caregiver
- Support and integration of an ambulance should the need arise
- Support and integration with hospital partners for admission and exams
- 24/7 Medical Advice and Oversight from the assigned doctor





## Operations Control Centre (OCC)

The OCC functions as the information management hub of the company's diverse operations. Activities such as global patient repatriation, clinical advisory support, site-based and ground ambulance operations are all coordinated from the OCC.

Within this context, the OCC employs specialized computer-aided dispatch software (CADS) to manage **cross-functional operational reporting and clinical case coordination**. The OCC provides an **end-to-end pre-hospital service solution** – this may involve tracking developments and staff reports on **remote sites** to coordinating **international patient movement**, supporting **air and ground ambulances** and **other services operations**.

