

★ EdoEMS ★

All About EDOEMS

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# FAQs

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MINISTRY OF HEALTH





# English

Version



#faq



- **What is the Edo EMS project?**

The Edo EMS project is an initiative aimed at providing timely and efficient emergency medical services to the citizens of Oredo, Egor, and Ikpoba-Okha of Edo State during the pilot phase.

- **What services are provided by the Edo EMS?**

The Edo EMS offers emergency medical assistance, including ambulance transportation, on-site medical treatment, and coordination with emergency-ready healthcare facilities.

- **Are the Edo EMS services available in all areas of the state?**

The Edo EMS covers 3 LGAs of Edo State – Oredo, Egor and Ikpoba-Okha



• **Who can utilize the Edo EMS services?**

The Edo EMS services are available to all residents and visitors of Edo State who are in need of emergency medical assistance in Oredo, Egor and Ikpoba-Okha LGAs.

• **Is there a fee for using the Edo EMS services?**

The Edo EMS services are provided free of charge to all users. There are no fees associated with requesting emergency medical services. However, after stabilizing the patient, and the patient is moved to the ward, they will be required to pay for their hospital bills or utilize their insurance to cover it.

• **How do I request emergency medical assistance through the Edo EMS?**

You can request emergency medical assistance by dialing **112** or **739**. Our CBFRs, Paramedics and dispatchers are available **24/7** to assist you.



• **Who is a CBFR?**

A CBFR is a Community Based First Responder, who have been trained and equipped to respond to emergencies within the pilot areas. They are residents of the communities and serve as first responders.

• **How are the Edo EMS ambulances equipped?**

The Edo EMS ambulances are equipped with Basic Life Support medical equipment and staffed by trained medical professionals to provide immediate care to patients.

• **What should I do while waiting for the arrival of an EMS ambulance?**

While waiting for an EMS ambulance to arrive, it's important to stay calm and provide any necessary information to the dispatcher. If possible, administer basic first aid until help arrives.



• Can I enroll in an insurance plan for EMS services?

Yes, enrollment in the Edo Health Insurance Scheme is encouraged. It ensures easier access to the full range of EMS services and medical assistance.

• What type of emergencies do Edo EMS respond to?

Edo EMS responds to a wide range of emergencies, including medical emergencies, accidents, injuries, and other critical situations requiring immediate medical attention.

• Is Edo EMS a government or private organization?

Edo EMS is in partnership with the Edo State government initiative to serve the prehospital/ emergency healthcare needs of its citizens.



• **Where is it located?**

The Edo EMS services currently covers 3 LGAs of Oredo, Egor and Ijokoba–Okha with Ambulance bases strategically located to ensure prompt response times across all local government areas.

• **Can people of other political parties gain full access to the full service of Edo EMS?**

Yes, Edo EMS services are available to all residents of Edo State regardless of political affiliation.

• **Waiting for Edo EMS in an emergency situation, is it not a waste of time?**

Every effort is made to reduce response times and provide timely assistance. Waiting for Edo EMS in an emergency is crucial as it ensures trained medical professionals can provide necessary care upon arrival.



- How can I learn more about the Edo EMS project get involved?

For more information about the Edo EMS project or to inquire about volunteer opportunities or partnerships, please contact our office or visit our website.

- Who pays the bill in the hospital?

The costs associated with prehospital care and stabilization for the first few hours is covered by the project for everybody and by EDOHIS for insurance holders. After stabilization, all hospital bills are to be paid for by the individuals through their health insurance or out of pocket. It is encouraged that residents register with the health insurance scheme and not wait for an emergency.

- Are Edo EMS not just another political strategy to deceive Edo people?

Edo EMS is a genuine effort by the government to improve healthcare services and save lives. Our focus is solely on providing effective emergency medical service to the people of Edo State.



- Can I track the location of the EMS ambulance while waiting for its arrival?

The dispatcher will provide you with the expected time of arrival.

- How long does it typically take for the EDO EMS ambulance to arrive after a call is placed?

Response times vary depending on factors such as location, traffic conditions, time of call and the nature of the emergency. However, Edo EMS strives to maintain prompt response times to ensure timely assistance.



# Pidgin

Version



#faq



• **Wetin be di Edo EMS project?**

Edo EMS project na initiative wey Edo state Government start to make sure say dem give sharp ogbonge emergency medical services to di pipo wey dey for Oredo, Egor, and Ikpoba-Okha for Edo State for the first part of dis project.

• **Wetin Edo EMS dey do?**

Edo EMS dey do emergency medical service, like to helep pipo wey need ambulance for serious medical wahala.

• **Na everywhere naim Edo EMS services dey for di state?**

The Edo EMS covers 3 LGAs of Edo State – Oredo, Egor and Ikpoba-Okha



• Who fit use Edo EMS services?

Everybody wey dey for Edo State fit use Edo EMS services if dem need emergency medical care for Oredo, Egor and Ikpoba-Okha LGAs.

• Edo EMS services dey charge moni?

No, Edo EMS services dey free for everybodi wey need am. You no go pay moni to take request for d service. But, after dem don stabilize di patient and dem don move am go ward, dem go need to pay for dia hospital bill or use dia insurance to cover am. Naim make we dey tell everybody to get health insurance.

• How I fit get emergency medical assistance from Edo EMS?

You fit get emergency medical assistance when you call **112** or **739**. Our CBFR dey near you. Our paramedics dey kampe **24/7** to help una.



• **Wetin be CBFR?**

CBFR mean Community Based First Responders we we don train for una area to come quick quick when kasala burst.

• **Wetin dey inside di Edo EMS ambulances?**

Edo EMS ambulances get Basic Life Support medical equipment. The pipo wey dey follow di ambulance na professionals paramedic wey fit take care of who no well quick quick before dem go reach hospital.

• **Wetin I fit do when I dey wait for EMS ambulance?**

When you dey wait for EMS ambulance to come, e good make sense say you sempe, cooluu temper and tell di dispatcher wetin dey sup.



- How I go take get insurance plan for EDO EMS services?

E go good make you go EDOHIS office go register to get insurance. Awa CBF for your community fit to help you register. E go make am easy for you to get di full package of di EDO EMS services and medical assistance. No wait till kasala burst.

- Wetin be di different kind of emergencies wey Edo EMS dey treat?

Edo EMS dey treat plenty emergencies like medical emergencies, accidents, wounds, and any other serious matter wey need sharp medical attention.

- Na government or private organization be Edo EMS?

Edo EMS join body with Emergency Response Africa and Edo State government to make sure say dem bring prehospital/emergency healthcare near di pipo od Edo State.





- **Where EDO EMS dey?**

Edo EMS dey cover 3 LGAs – Oredo, Egor and Ijkpoba-Okha, with Ambulance bases wey dey located for different places to make sure say dem fit respond sharp sharp for your area.

- **People from other political parties fit get full access to Edo EMS services?**

Yes, Edo EMS services dey available for every bodi for Edo State e no matter your political party.

- **To dey wait for Edo EMS, no be waste of time?**

We dey try to reduce the time wey e go take to reach any place wey emergency dey. E dey very important to wait after you call to make sure say ogbonge medical professionals go come give you better care to avoid stories that touch.



- How I fit learn more about dis Edo EMS project or join am?

For every every about di Edo EMS project or to ask question about how to volunteer or support, abeg contact our office or visit the Edo State Ministry of Health.

- Who dey pay di bill for hospital?

Di money wey dey to save the person, na di project dey pay am. EDOHIS dey pay for pipo wey get insurance. Afta dem don stabilize di person, all hospital bills na di person go pay through dia health insurance or with dia money. E better make pipo register with di health insurance scheme and no wait for emergency.

- Edo EMS no be just another political mago mago to to wash Edo people?

No be so o. Edo EMS na confam way wey di government wan use take better di healthcare services and save lives of edo Pipo. Our own na to make sure say correct emergency medical services reach everybody for Edo State.



- I fit track di ambulance as I de wait make e show my location?

Di dispatcher go tell you where di ambulance don reach and di time wey e take reach where you dey.

- How many minutes or hours I go need wait before this una EMS ambulance go reach where I dey?

The time wey e go take di ambulance to reach you, depend on where you dey, go slow and time of call.