

The BokSmart SpineLine and ER24



SA RUGBY

THE **BOKSMART SPINELINE:** **'WHEN IT'S NEEDED USE IT'**

BOKSMART SPINELINE 0800 678 678

The emergency rugby helpline for serious concussion, head, neck and spine injuries.



POTENTIALLY LIFE-THREATENING? DISABLING?

When there is a potentially life-threatening or disabling *rugby-related* brain, head, neck, or spine injury emergency, please call the BokSmart SpineLine number, *0800 678 678*, operated by ER24, or *call your nearest emergency service provider* and access emergency medical care and transport as soon as possible. When the injury is that serious, make sure that the player gets to the closest most appropriate hospital immediately. This will be determined by the player's signs and symptoms, your customized emergency action plan, and the player's medical aid status.



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As it stands, there are not enough ambulances in the country to service every venue, where sporting activities are taking place.

Normal daily life, road accidents, and general medical emergencies all compete for the same ambulance and paramedical services.

We therefore understand that not everyone has sufficient medical resources, and that not everyone can access emergency medical services at the push of a button.

This is why the BokSmart SpineLine number, **0800 678 678**, operated by [ER24](#), was created to assist a potential catastrophically injured player, who is in desperate need of emergency medical transportation from the rugby field to a nearby medical facility for medical management.

THE BOKSMART SPINELINE IS NOT AN EMERGENCY MEDICAL SERVICES REPLACEMENT

It is critical for everyone to understand that the BokSmart SpineLine service is not a universal standard of expectation and simply cannot always be everywhere. It *is not meant to be a replacement* of current emergency services.

The BokSmart SpineLine is NOT a medical aid and is only there to assist in the ROAD transport of such a catastrophic brain, head, neck, or spinal injured rugby player *when there is insufficient capacity or ability to provide this service at the match or practice*.



NOT ALL CASES QUALIFY FOR **FREE ROAD TRANSPORT**

Only the ROAD transport costs will be covered for those non-Medical Aid players who meet the following criteria, and who have accessed this **0800 678 678** number and service directly:

- 1. The injury must be potentially life-threatening for the player.*
- 2. The injury must be potentially debilitating or disabling.*
- 3. The injury must result in the player being admitted to a hospital ward.*

Players with Medical aid will be billed according to standard tariffs.

If the caller contacts ER24 directly, or any other emergency service provider, and whether they have medical aid or not, this free transportation service will NOT apply, and the player will be invoiced accordingly by the respective emergency medical services operator.

ONLY CALLS RECEIVED PRIOR TO EMS ACTIVATION WILL BE CONSIDERED

Only those calls that are received on the dedicated BokSmart SpineLine number prior to EMS activation / transportation will be considered for road transport funding. To qualify for road transport funding there must be no alternate means for reimbursement, for example medical aid or insurance. It is preferred that a coach or referee directly involved in the potentially life-threatening or catastrophically disabling situation, calls for assistance.



**BokSmart SpineLine
is not an alternate
means for an
already contracted
EMS provider**

The BokSmart SpineLine is not an alternate means for another ambulance service provider assigned to the field side standby, to obtain funding for transport of an injured player with no medical aid or insurance to hospital. This cost for indigent patients *should be addressed in the usual EMS standby agreement* between the school or club and the contracted service provider. For payment of transport for an indigent patient in a potentially life-threatening or catastrophically disabling emergency to be considered, the call should NOT be directed to 084 124 (ER24's emergency number) or any other EMS service provider, the call should be received via the BokSmart SpineLine number, 0800 678 678.

0800678678, store it on your mobile telephone, and when you need to, USE it!

The Chris Burger Petro Jackson Players' Fund, South African Rugby Union, BokSmart and ER24 are NOT under any circumstances responsible for any hospital, doctor or specialist costs incurred because of any injury or medical event that might occur during either a rugby match or rugby practice, even while accessing the BokSmart SpineLine service.

All medical bills, regardless of whether players have medical aid or not, or whether they have accessed the BokSmart SpineLine or not, are for the players' and/or their family's own accounts.

ER24 have partnered with the BokSmart programme and the Chris Burger Petro Jackson Players' Fund since 2009 in providing this critical assistance service. This is a unique offering to rugby played in South Africa, so know the number, **0800678678**, store it on your mobile telephone, and when you need to, USE it!