

14 April 2023

MEDIA STATEMENT

Bhisho — The Eastern Cape Department of Health wishes to advise the Nelson Mandela Bay Metro community on the current problems experienced in getting through to the Emergency Services Call Centre numbers

The department is experiencing challenges with the telephone lines in the vicinity of the EMS Call Centre located in Zwide, Dora Ngiza Hospital precinct.

The telephone lines have been interrupted due to a technical fault which is affecting all facilities in the area.

There is a service provider on site that is working tirelessly to resolve this and get the telephone lines up as soon as possible.

In the interim, we have activated a few alternative lines that can be used by the public until our main lines are restored.

The public is advised to use 112 & 10177.

Alternatively, they can contact the South African Police Services line on 10111 for an ambulance in the Nelson Mandela Metro.

This arrangement will only be valid for this period and we have placed an EMS officer at the police call centre to divert emergency calls to the ambulance operators.

The other option is to contact 0437110400, the Provincial Department of Health contact centre.

Lastly, the community can also send a detailed WhatsApp message with address and contact number to 066 298 0024. Please note that this number only accepts WhatsApp messages.

We continue to encourage people to first attempt to dial 112 and if they struggle to get through, then they can consider the options above.

The department is committed to attend to all life threatening emergency medical cases. The community will be updated once the technical fault is resolved and our telephone lines are stable.

Issued by the Eastern Cape Department of Health