



E-Plus

Corporate Profile

Emergency Numbers: **0700 395 395/0738 395 395**





Our mission to offer differentiated and high quality pre-hospital care remains intact and we enhance our operational excellence and expand our strategic partnerships to deliver to our strategic goals.

Who We Are

Emergency Plus Medical Services (E-Plus) is a private company, fully owned by the Kenya Red Cross Society, whose core business is the provision of professional advanced pre-hospital medical care and ambulance services on commercial and CRS basis in Kenya.

Established in 2010, E-Plus has been providing pre-hospital medical care and transportation to patients with illnesses and injuries on a Commercial basis as well as under Corporate Social Responsibility (CSR).

E-Plus is an ISO 9001:2015 certified company and a two time Superbrands awarded winner in the Emergency Medical Services. E-Plus boasts of a

fleet of superior, fully equipped ambulances manned by highly qualified paramedics, trained and experienced in pre-hospital care. Over the years, E-Plus has undergone significant expansion increasing its fleet base from 5 state-of-the-art ambulances in the standards of Basic Life Support and Advanced Life Support, to 128 ambulances spread across the country, becoming the largest private emergency service provider in Africa. Our scope of services range from membership subscription services to standby events coverage, county ambulance services, government ambulance service provision, air evacuation services, eDoc, ePharmacy and Homecare Services.



Board of Directors



Dr. Abbas Gullet, MBS
Founder Chairman



Mrs. Susan Ng'ong'a
Managing Director



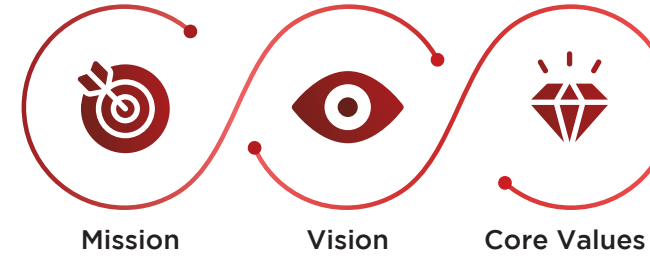
Ms. Mary Maingi
Board Member



Mr. Patrick M. Mungai
Board Member



Mr. Paul Gondi
Board Member



Our Mission

We work with our communities and partners to respond to medical and trauma emergencies through the provision of accessible, responsive and quality pre-hospital care to save lives. Our patients will receive prompt and appropriate emergency medical pre-hospital care from properly trained and certified professionals.

Our Vision

A regionally recognised leader for responsive, superior-quality emergency medical and trauma response services.

Our Core Values (iSPIE)

Innovation: E-Plus continues to pursue new ways to improve its' service offering in a socially responsive manner in order to create transformative changes in patient experience.

Sustainability: E-Plus provides its services while ensuring long-term financial and social positive outcomes.

Professional Excellence: E-Plus provides the highest level of compassionate services at all times. It demonstrates quality and ethical behavior in its work and acts in the best interests of the people its serves. Treating people with dignity and consideration.

Integrity: E-Plus is honest and reliable. Its actions and decisions are guided by its professionalism, transparency and respect for others. E-Plus is accountable to the people it serves, the community and each other and to its authorities.

Empathy: E-Plus actively seeks to understand how patients, family members, caregivers and its own staff experience the emergencies they respond to, taking into account the emotions they go through and using this knowledge to improve their well being and its service delivery.

Our Expertise

Medical Operations

Ensuring smooth running of medical operations within E-Plus. Our team of paramedics and EMTs are trained in the following SKILLS:

- Advanced Cardiac Life Support
- Pre-hospital Trauma Life Support
- Pediatric Advanced Life Support
- Critical Care nursing
- Emergency nursing
- Disaster management
- Incident Command System
- Basic Life Support
- Emergency Medical Dispatcher (EMD)



A state-of-the-art E-Plus Medical Dispatch Centre

Treatment and Stabilization

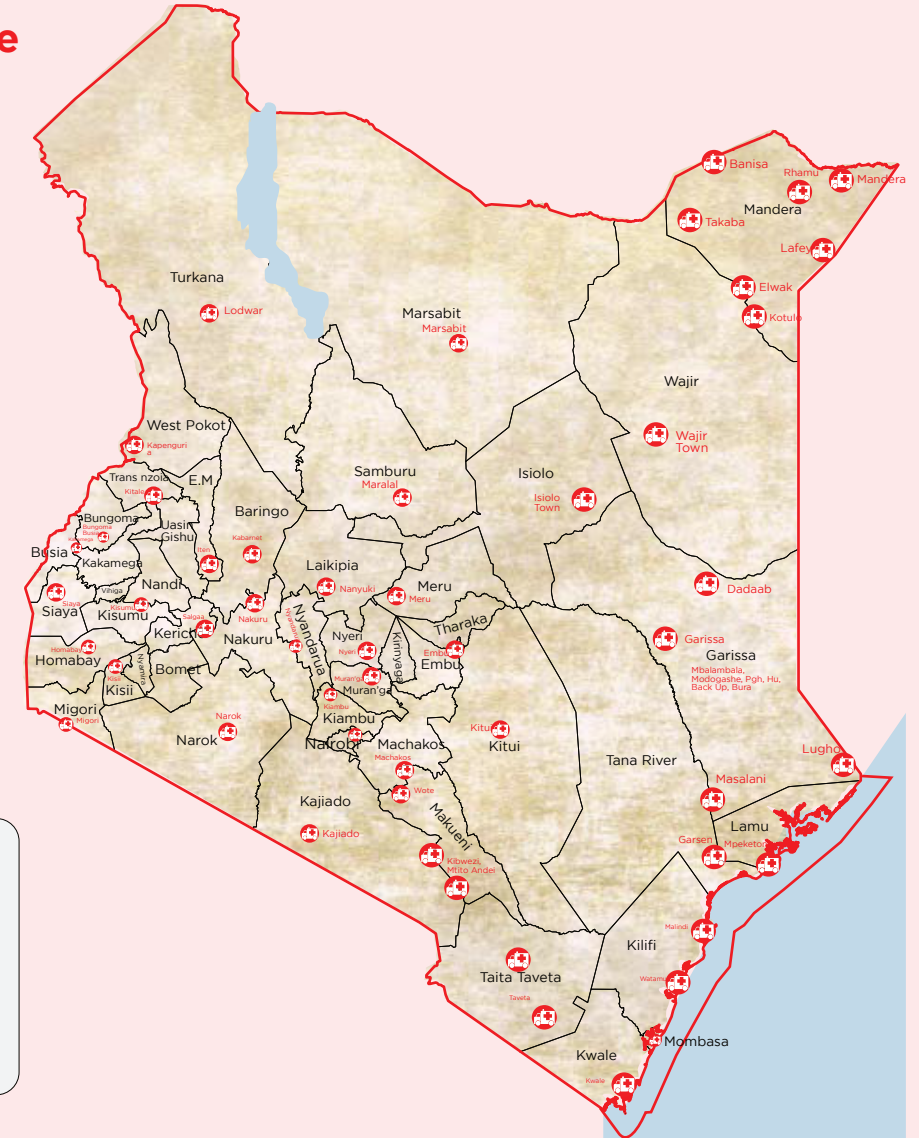
E-Plus provides expeditious care when a client requires emergency care on site and in transit. Quality pre-hospital care is our primary objective, ensuring stabilization and transfer of the casualty to the Hospital of choice as quickly as possible.



A team of medical professionals who are certified with Basic Life Support (BLS) and Advanced Cardiac Life Support (ACLS) operate each ambulance, while all ambulance drivers are certified as Emergency Vehicle Operators (EVOs).

Every vehicle in the fleet operates as a mobile intensive care unit, designed specifically to resuscitate, sustain and monitor patients whether they are critically ill or injured. The ALS ambulances are also equipped with advanced technological equipment and supplies for all advanced life support situations.

Countrywide Presence



Our Services and Products

Committed to timely response to any emergency and provision of quality pre-hospital care, saving lives!

E-Plus Core Services

- 24 hour evacuation
- Cross-border evacuation
- Event coverage; standby ambulance for events
- Long-term contracting for special projects
- Field support and escort
- Inter-hospital transfers
- Homecare services
- Long distance transfer of patients
- Paramedic training and certification
- Sale of certified first-aid kits
- County ambulance service
- Air evacuation
- eDoc
- e-Pharmacy

Membership Cost:

Family Membership:
Ksh 6,000
per family per year

Individual Membership:
Ksh 3,000
per person per year



Ambulance Membership

- Individual and Family Membership
- School Membership-Elimu Cover and Elimu Plus
- Corporate Membership-Standard and customized

Benefits

- Adequate and timely medical care from well-qualified medical personnel
- Unlimited ambulance services 24/7
- 24 hrs medical helpline
- Treatment and stabilization on site
- Transfer to the nearest hospital of choice



Event Coverage

The service is provided to clients holding events (e.g. sports, marathons, corporate launches and other functions) and requires a standby ambulance at the event.

Benefits

- Exclusive standby ambulance services during an event
- Pre-hospital care during the event
- Emergency transfer to nearest hospital if need be



First Aid Kits

E-Plus supplies several types of First Aid kits that have been certified and approved by Kenya Bureau of Standards (KEBS). Health & Safety is very critical, you can't afford to take a risk it's an easy decision, Get a First Aid Kit.



Be Prepared for any Emergency

EMERGENCY ESSENTIALS

First Aid Kit

Be Prepared

Work Car
Home Leisure

Be Safe

Emergency 10

- Work site
- Offices Shops
- Company & personal Cars
- Tradesman
- Warehouse Storage
- Trucks/PSVs





E-Plus has 128 ambulances spread across the country's 47 counties.

Latest Products and Services



Homecare

Providing professional healthcare at the comfort of your home. Homecare Services is offered to: Elderly patients, Terminally ill patients, Post surgery patients and COVID patients



Online Virtual Medical Consultation

eDoc is an online virtual medical consultation platform where patients access a doctor from wherever they are.





2006

The Emergency Plus Medical Services (E-Plus) concept was born out of a tragedy in 2006, when a senior employee of KRCS was involved in an accident in the upper Eastern Region of Isiolo County. Sadly, when the medical insurer was informed about the accident they were unable to evacuate the injured staff member due to time constraint, lack of ambulance evacuation services in Isiolo County, and logistical challenges related to air evacuation. This single event triggered the idea of establishing an emergency medical service. It took three years to make the idea a reality.

E-Plus was launched with the purchase of five state-of-the-art (equipped to international standards) BLS ambulances thus making E-Plus the largest privately owned ambulance service provider in Kenya. Presently, E-Plus boasts a fleet of 128 state-of-the-art ambulances and in its seven years of existence, the company has been providing pre-hospital medical care and ambulance services to patients with illnesses and injuries. These services are provided on a commercial basis as well as under corporate social responsibility (CSR), in fulfilment of the mission and mandate of KRCS.



2016

Emergency Plus Medical Services (E-Plus) launched air evacuation services and has since then carried out several air evacuations across the country.

E-Plus attained ISO 2009:2015 certification and received second Superbrands awards nomination. E-Plus has continued to endear itself to Kenyans due to its superior equipment, highly qualified personnel, and fast response to all emergencies. Membership fee is affordable and the clientele includes; families, individuals, learning institutions, hospital s, oil prospectors, transportation companies, banks, and small and medium enterprises (SMEs) among others.



Our MD Susan Ng'ong'a won the best C-Suite executive in the National Diversity and Recognition (DIAR) Awards(2020). We launched a Telemedicine platform, e-Doc. Attained SuperBrands 2019-2020



2021

Currently the only Emergency Medical Services Provider in Kenya with the highest number of Portable Isolation Chambers for the evacuation of COVID-19 or other infectious diseases patients. Received our 2021-2022 Superbrands award for the third year in a row. We remain the only Emergency Medical Services provider in East and Central Africa with the highest number of ambulances

2010



2018



In December 2019 we established our operators in The Gambia through a partnership with The Gambia Red Cross.

2020



OUR HISTORY

Partnership on Ambulance Services

Currently, E-Plus has 128 ambulances spread across the country's 47 counties. Recently, E-Plus entered into a partnership with NHIF to provide emergency road rescue and evacuation services to defined section of NHIF members and declared dependants under the national scheme. E-Plus is delivering a well-coordinated emergency care system in a timely manner in all the 47 counties.

We formalized relationships through emergency pre-hospital care service contracts that made us fully operational in six counties; Kisii, Bomet, Narok, Kakamega, Mandera and Garissa. Through this partnership we are currently fully operating in Narok, Kiambu and Kakamega counties.

We endeavor to explore more partnerships with other counties and corporates to grow our outreach substantively to all Kenyans.



Corporate Social Responsibility (CSR)

E-Plus believes in the corporate social responsibility (CSR) working with partners to improve the lives of Kenyan communities. E-Plus has supported the implementation of projects in a broad range of areas – Health, Environmental Conservation, Water, Sports and Disaster Relief. Over the years, we have stepped in to offer free pre-hospital care and emergency evacuations during disasters, road accidents and mass casualty incidents.



In March 2018, Emergency Plus Medical Services (E-Plus) in partnership with AMREF Flying Doctors rescued a five-month old baby boy and airlifted him to Nairobi for specialized medical care. Four Months later, Baby Dakane Mustaab, was discharged from Kenyatta National Hospital after a successful surgery.

The baby was born at home with the extra cranial tumour and when it progressively became bigger, the parents sought medical care at Mandera County Referral Hospital.

“ As our commitment to improve healthcare in the country through provision of excellent pre-hospital care services, we were obliged to extend our helping hand to this needy case. This is the reason, E-Plus committed to facilitate the specialized medical treatment for baby Dakane to ensure his full recovery - which has amounted to Ksh.2.67Million
Susan Ng'ong'a | Managing Director ”

E-Plus Awards



E-Plus MD Susan Ng'ong'a receives ISO 9001:2015 Certificate from SGS MD Mr. Albert Stockell



Ms. Susan Ng'ong'a - M.D, E-Plus receives SuperBrands Certification from Mr. Jawad Jaffer - Project Director, SuperBrands East Africa Looking on is Dr. Abbas Gullet, MBS - Founder Chairman, E-Plus



E-Plus staff awarded the best Emergency Medical Technicians (EMT) during National First Aid Competition - 2018



How To Access E-Plus Medical Services

Option 1:

E-Plus Website: eplus.co.ke

Option 2:

E-Plus social media sites

Option 3:

KRCS App

NB: steps are the same

Steps:



Step 1

Download the KRCS App via www.krcapp.com or on the Google Play Store or App Store for iOS users.

Step 2

After registering on the app by filling your full names, mobile number and email address, tap on the E-Plus ICON at the Bottom MENU of the mobile app.

Step 3

Select your preferred E-Plus rescue package from the options provided and click next to proceed.

Step 4

Fill out the required details of your selected package and pay using either; MPesa, Airtel Money or Credit Card from the KRCS mobile application.



How to Book an Ambulance?

Send an email with the following details to dispatch@eplus.co.ke or
Call Our Dispatch Emergency Numbers: **0700 395 395 / 0738 395 395**

- Your name and town of residence
- Patient location and direction
- State if patient is a stretcher case, on wheel chair, sitting or walking
- Admitting Hospital, town and country
- Whether medical report, VISA and vaccination has been done
- Date and time of the intended ambulance transfer
- Person accompanying and relationship, if available

**The cross boarder transfer charges depend on the distance and related costs*

 Emergency Medical Services  @EMS_Kenya  @EMS_Kenya

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Emergency Plus Medical Services (E-Plus)

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Emergency Lines: 0700 395 395/0738 395 395

Website: www.eplus.co.ke



KRCS Mobile App. Type
on your browser
www.krscsapp.com OR
go to your App/Play
Store to download
the App and register

