



# E-Plus Corporate Profile

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



Emergency Medical Services



@EMS\_Kenya



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E-Plus Medical Services



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**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 and lately air evacuation 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

### Teamwork

We recognise our long-standing roots in our community and integrate career and volunteer services. As the first line of intervention in the continuum of care during emergencies, we know and respect everyone's role and responsibility. We collaborate to achieve our goals.



### Integrity

We are honest and reliable, our actions and decisions are guided by our professionalism, transparency and respect for others. We are accountable to the people we serve our community, each other and to our authorities.



### Professional Excellence

We provide the highest level of compassionate services at all times. We demonstrate quality and ethical behavior in our work and act in the best interest of the people we serve. We treat people with dignity and consideration.

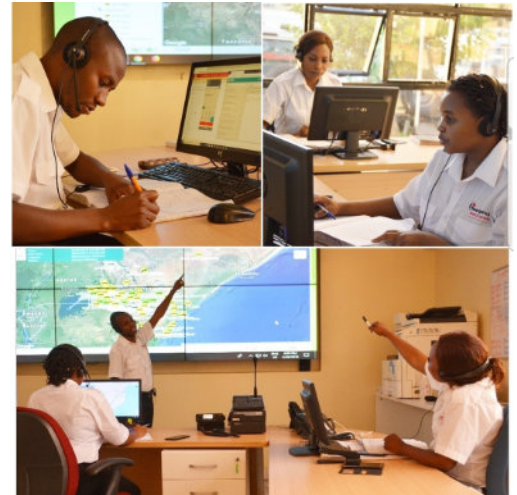


## Our Expertise

### 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

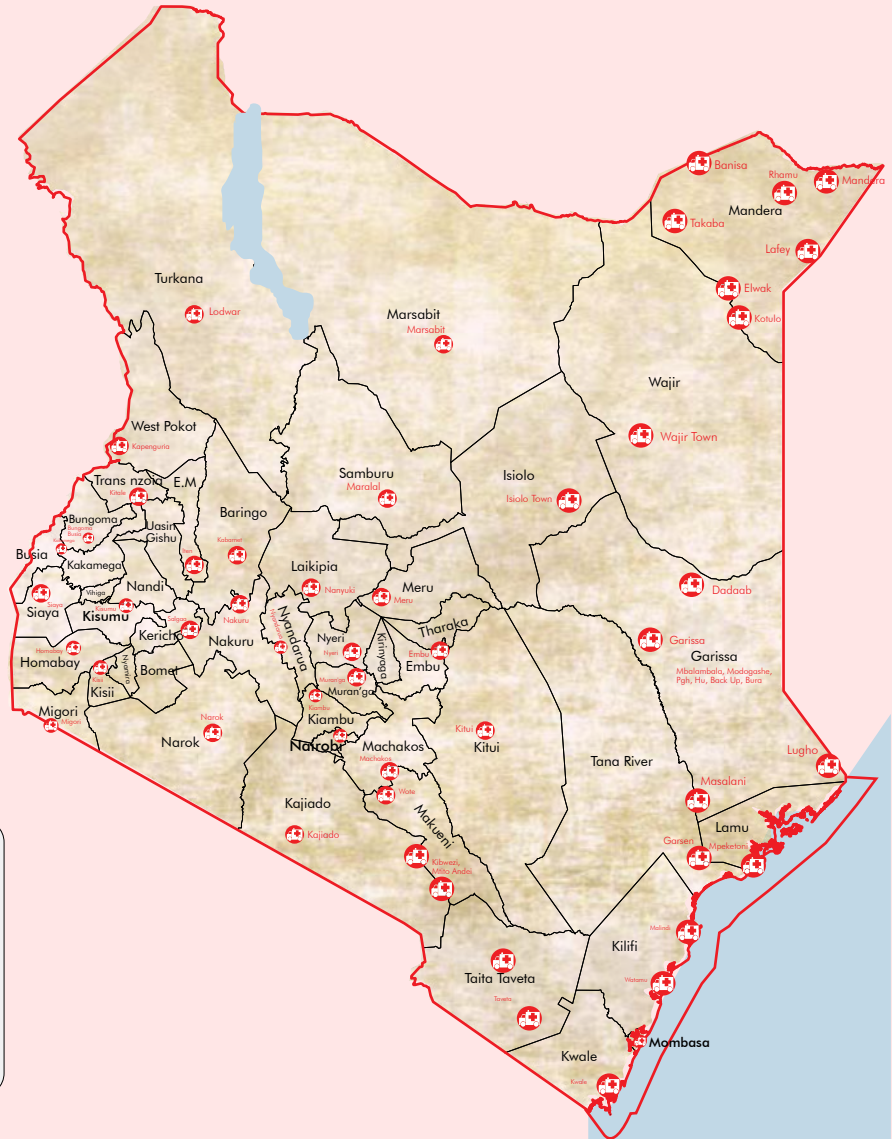
E-Plus provides expeditious care when a client requires emergency care on site and in transit. Quality pre-hospital care is our primary objective, ensuring stabilization and transfer of the casualty to the Hospital of choice as quickly as possible.



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



**KEY**

- International Boundary
- County Boundary
- E-Plus Ambulance Points



## 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
- Long distance transfer of patients
- Paramedic training and certification
- Sale of certified first-aid kits
- County ambulance service
- Air evacuation

#### 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

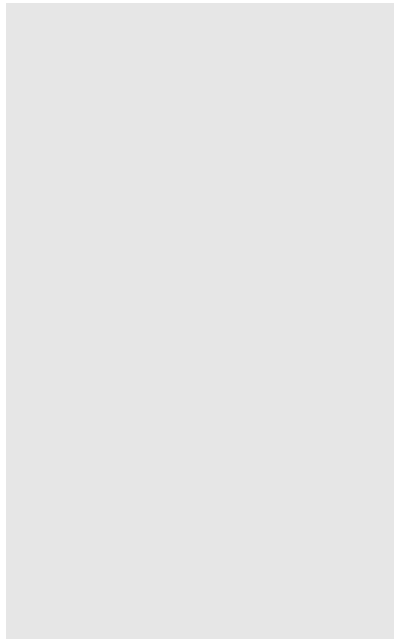
**Be Safe**



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



Emergency Plus Medical Services (E-Plus) is uniquely placed as the statewide emergency health responder to engage, partner and respond to the health needs of a diverse population. E-Plus appreciates that greater engagement and participation by consumers and the community in their own health care decisions, and in the shape and delivery of health care services more broadly, improves people's experiences of care and ultimately their outcomes.

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**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.

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**2010:** 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.

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**2016:** Emergency Plus Medical Services (E-Plus) launched air evacuation services and has since then carried out several air evacuations across the country.

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**2018:** 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, hospitals, oil prospectors, transportation companies, banks, and small and medium enterprises (SMEs) among others.

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

## 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](http://eplus.co.ke)

## Option 2:

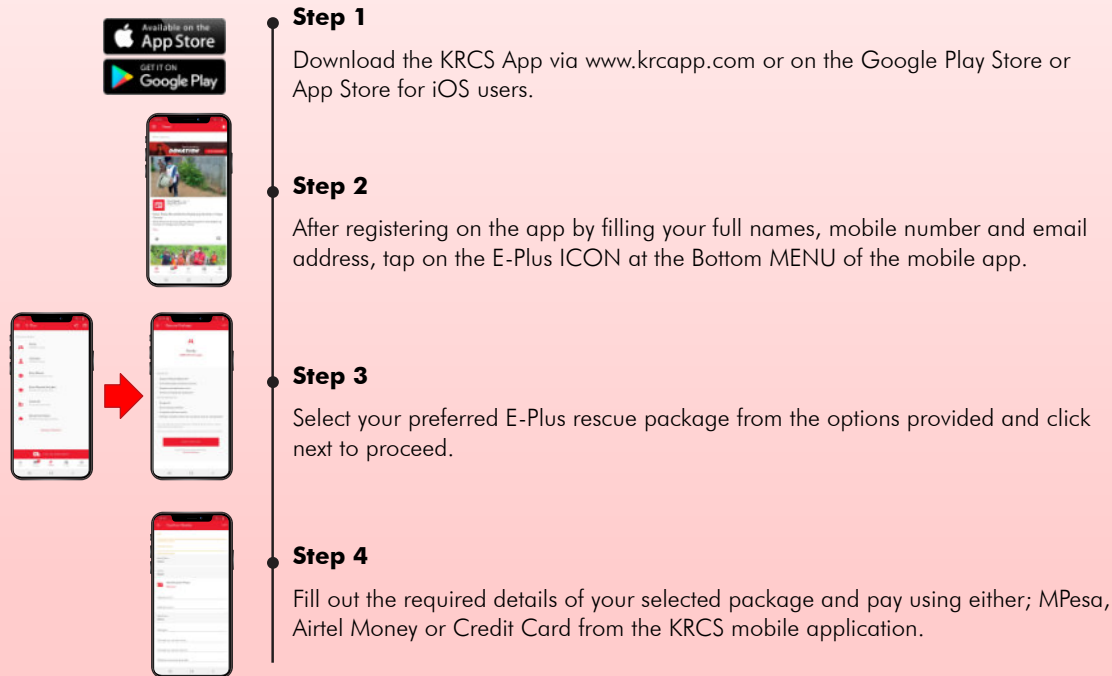
E-Plus social media sites

## Option 3:

KRCS App

## NB: steps are the same

### Steps:



## How to Book an Ambulance?

Send an email with the following details to [dispatch@eplus.co.ke](mailto:dispatch@eplus.co.ke) or Call  
Our Dispatch Emergency Numbers: 0700 395395 / 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





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**Emergency Plus Medical Services (E-Plus)**

South C (Bellevue), Off Popo Road,  
P.O. Box 40712-00100 GPO, Nairobi - Kenya

**Office:** 020-2655252-3 | Off Cell: 0717 714938

**Emergency Lines:** 0700 395 395/0738 395 395

**Website:** [www.eplus.co.ke](http://www.eplus.co.ke)



KRCS Mobile App.  
Type on your browser  
[www.krscsapp.com](http://www.krscsapp.com) OR  
go to your App/Play  
Store to download  
the App and register



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