

**Relay EMS (Pty) Ltd**  
Reg No 2000/021331/07

Practice No 0090030472247



33 7<sup>th</sup> Avenue  
Newton Park  
Port Elizabeth  
6055

PO Box 28351  
Sunridge Park  
6008

Tel | 041 395 7684  
Fax | 086 676 3238

info@relayems.co.za

61



*Friday 19 February 2021*

**Parliamentary Portfolio Committee on Employment and Labour**

Attention: Mr Zolani Sakasa

Email: [coidabill@parliament.gov.za](mailto:coidabill@parliament.gov.za)

Dear Sirs / Madam,

**Re: Public Comments In Relation To Compensation For Occupational Injuries And Diseases Amendment Bill [B21-2020]**

Thank you for the opportunity to present the Portfolio Committee on Employment and Labour with a written submission on the Compensation for Occupational Injuries and Diseases Amendment Bill [B21-2020].

Relay EMS is registered as an Advanced Life Support practice with the Board of Healthcare Funders (BHF) and the Health Professional Council of South Africa (HPCSA) and has since 2012, been based in the Eastern Cape, with its Headquarters in Port Elizabeth.

The Relay EMS team consists of more than 70 emergency medical staff, across 4 bases in the Eastern Cape and includes Advanced Life Support (ALS); Intermediate Life Support (ILS) and Basic Life Support (BLS) staff.

With bases situated in Port Elizabeth, Uitenhage, Graaff-Reinet and Cradock, Relay EMS provides patients with responsive and professional emergency medical care and ambulance services of the highest level when patients need it the most.

As the main sectors in the Port Elizabeth and surround region are industrial (automotive manufacturing hub) and agricultural in nature the need for injury on duty (IOD) emergency medical treatment is significant. Relay EMS has built a distinguished service and reputation to ensure the region receives responsive and professional medical services, specifically in relation to IOD medical emergency response, where time is of the essence.

**Relay EMS (Pty) Ltd**  
Reg No 2000/021331/07

Practice No 0090030472247




33 7<sup>th</sup> Avenue  
Newton Park  
Port Elizabeth  
6055

PO Box 28351  
Sunridge Park  
6008

Tel | 041 395 7684  
Fax | 086 676 3238

info@relayems.co.za



Relay EMS knows that calling for an IOD emergency is stressful. However, we have invested in the right people, equipment and systems to ensure all IOD patients receive the treatment they deserve and have confidence and peace of mind, knowing that their emergency call is in our capable hands.

When calling our 24/7 emergency number 0861 061 061 employers are directed to our state-of-the-art Emergency Operations Centre (EOC). The EOC is the critical backbone to Relay EMS and in an emergency, requires specialised equipment and technology systems to ensure patients receive professional responses when time is of the essence.

Through it's centralised emergency number, Relay's EOC manages multiple IODs calls each shift, often with the number of IOD accidents / incidents responded to and transported exceeding 100 incidents / calls per month.

Relay EMS's vehicles are equipped with and monitored by live tracking and with computer-aided dispatching our EOC will dispatch the right vehicle and crew to the employer and IOD location within minutes.

In order for Relay EMS to be successful, and where time is a matter of life and death, Relay requires reliable, efficient, trustworthy business-partners, who it can have confidence in to ensure consistent cash flows are received for emergency IOD services rendered.

Relay has found this trust and confidence in its relationship with CompSol. CompSol allows the Relay EMS medical staff and ambulance crews to spend less time on cumbersome administrative processes and administration associated with recovering cash for work already performed and more time on saving lives in time sensitive situations.

The ability to cede our accounts, and thus planned and timeous cash inflows received from CompSol, allow us to invest in the right people, the right systems and the right equipment necessary, without which we simply would not be able to perform the lifesaving operations we do on a daily basis.

Contracting with CompSol is cost effective and far less labour intensive than attempting to deal with the Fund directly.

**Relay EMS (Pty) Ltd**  
Reg No 2000/021331/07

Practice No 0090030472247




33 7<sup>th</sup> Avenue  
Newton Park  
Port Elizabeth  
6055

PO Box 28351  
Sunridge Park  
6008

Tel | 041 395 7684  
Fax | 086 676 3238

info@relayems.co.za



We wish to make it clear that using CompSol's services has no cost implications on IOD patients or their employers, they do not pay any extra levies or administration fees. It also does not cost the Fund extra, our practice and CompSol do not add any additional levies or administration fees.

It is our belief that being able to cede our IOD claims means we can continue to provide quality care to patients as well as all injured workers. The current COID bill seeks to remove this right to freely contract and cede our claims against the Compensation Fund. If passed the consequences for our practice, our staff, our IOD patients and the PE and surrounding regions will be dire.

For the above reasons we urge Honourable Members of the Parliamentary Portfolio Committee on Employment and Labour to protect the interests of injured workers and the medical fraternity and remove Clause 43(4) from the Bill (which refers to prohibiting cession of medical accounts and claims) and allow us to provide the best healthcare to the workers of our country.

In an emergency would you rather have your paramedic focus on you or your loved-one? Or worrying about the paperwork and how long it will take to get paid (if at all) for your or someone else's IOD?

Please do not hesitate to contact us should you wish to discuss any of our comments.

Yours sincerely,

**Richard Moodie**  
Operations Manager  
rmoodie@relayems.co.za  
082 991 1111