

DIVINE HEART

# COMPANY PROFILE



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EMERGENCY MEDICAL SERVICES



RESA MEDICAL GROUP 1.RESA Health Inc., 2.RESA Flying Doctors., 3. RESA Polyclinics.

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## WHO ARE WE?

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We are a team of emergency health care specialists who provide holistic emergent and urgent services for various industries including remote locations where healthcare is not easy to access.



## WHAT WE OFFER?

We provide the following solutions for you and your staffs health care needs:

### Specialised medical transportation

We have a fleet of surface ambulances that operate from Dar es salaam, Tanzania, and with our partner, we also are able to provide professional Air ambulances available 24/7 with one of the best response times you can get in Tanzania.

These services are extended to all our clients who need it at a very affordable rate. Our services extend throughout the East African Region. Our surface ambulance packages offer both **Basic Life Support (BLS)** **Emergency Medical Services (EMS)** and **Advanced Life Support (ALS)**.

### On site Emergency Medical Care:

We also specialise in setting up and operating medical facilities in places of need, where conventional health services may not be available (example remote mining sites etc.). This is a unique service that calls for highly qualified providers that are able to work in settings with limited resources. We have got this experience, through a team of specialist Emergency Physicians with combined experience of over 30 years working in the emergency department and supporting emergency care systems development in most remote parts of Tanzania.

### Training to both health care providers and non-health care providers:

We also specialise in running emergency care training to both health care providers and non-health care providers. We offer both internationally accredited training (example: Basic Life Support, Advanced Cardiovascular Life Support, Primary Trauma Care, and Advanced Trauma Life Support) as well as locally tailored courses (First Aid Training, Basic Emergency Care Training, Paediatric Emergency Care Training). These courses can be delivered on site anywhere across Tanzania.

# SCOPE OF WORK

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We set up urgent care clinics on site which will take care of any work-related injuries, illnesses or accidents that occur on the premises.

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The patients will be evaluated and treated by our competent team.

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All emergency management will be initiated by our team on site and necessary resuscitation will be done on site. This includes, but not limited to, taking care of the airway, neck collar, spine board, IV access, IV fluids, IV analgesic etc

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Patients can also present to us with other illnesses for which we will provide basic tests like Rapid diagnostic test for malaria, urine routine, random blood glucose etc

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Initial diagnosis and treatment will be provided by us.

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Our team can endorse all exemption of duty for your staff.

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All items for establishing the clinic in the beginning like beds, bed sheets, chairs, tables etc are arranged by us.

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The management can also include observing patients, medications, which are not of emergent nature like antibiotics etc however they can be prescribed and be available as per the agreement.

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*\*We can also cater for the immediate family members of your staff so that they do not have to travel from pole to post in search of quality consultations and management.*

*\*As part of Corporate Social Responsibility for your company we can also organise and arrange health check-ups once or twice a year under your company's name.*

# OUR FLEET

We operate a 24/7 clinic based in Dar es salaam which is the base of our operations.



# OUR CLIENTS



# ONGOING PROJECTS

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## **PROJECT: PROVISION OF 24/7 EMS SERVICES**

### **CLIENT: ISOAF - EACOP Subcontractor**

Location: Nzega-Sojo

Initiation: July 2022

Services Rendered:

One fully equipped ACLS ambulances with one paramedic and one driver was made available. The ambulances were placed on-site. Additionally, we set up and manage an on-site sick bay from December 2022. The sick-bay has a capacity to cater for a very sick patient for at least 12-18 hours until air evacuation is performed by our team.

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## **PROJECT: PROVISION OF 24/7 EMS SERVICES**

### **CLIENT: YAPI MARKEZI**

Location: Dar Es Salaam- Morogoro Standard gauge Railway Lot 1

Initiation: August 2021

Services Rendered:

Provision of four fully equipped ambulances with drivers and paramedics. The ambulances are stationed at four sites along the route of the standard gauge railway. We also cater for any air medical evacuation needs they may have on emergent basis.

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## **PROJECT: PROVISION OF 24/7 EMS SERVICES**

### **CLIENT: YAPI MARKEZI**

Location: Morogoro-Makutupora Standard gauge Railway Lot 2

Initiation: March 2021

Services Rendered:

Provision of six fully equipped brand new land cruiser ambulances with drivers. The ambulances will be stationed at six sites along the route of the standard gauge railway. We will also cater for any air medical evacuation needs they may have on emergent basis.

# ONGOING PROJECTS

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## **PROJECT: PROVISION OF 24/7 EMS SERVICES**

### **CLIENT: YAPI MARKEZI**

Location: Makutopora - Tabora Standard gauge Railway Lot 3  
Initiation: July 2022

Services Rendered:

Provision of four fully equipped brand new land cruiser ambulances with drivers. The ambulances will be stationed at six sites along the route of the standard gauge railway. We will also cater for any air medical evacuation needs they may have on emergent basis.

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## **PROJECT: PROVISION OF 24/7 EMS SERVICES**

### **CLIENT: YAPI MARKEZI**

Location: Tabora-Isaka Standard gauge Railway Lot 4  
Initiation: January 2023

Services Rendered:

Provision of one fully equipped brand new land cruiser ambulance with driver. The ambulance will be stationed at six sites along the route of the standard gauge railway. We will also cater for any air medical evacuation needs they may have on emergent basis.

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# ONGOING PROJECTS

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## **PROJECT: PROVISION OF URGENT MEDICAL CARE CLIENT: VARIOUS INSURANCE PARTNERS**

Location: Dar es Salaam  
Initiation: April 2016

Services Rendered:

We operate a 24/7 urgent care clinic, which works very closely with the leading health insurance providers with a good satisfaction rate and timely payments with extremely minimal rejections.

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## **PROJECT: EMERGENCY AND SCHEDULED AMBULANCE SERVICES**

### **CLIENT: HOSPITALS AND PRIVATE CLIENTS**

Location: Dar es Salaam  
Initiation: April 2019

Services Rendered:


- We have our fully equipped ambulances available 24/7 to cater for all emergencies, which are life threatening or time sensitive.
- Our team ensures adequate management is provided from site to the hospital of referral. We take responsibility to communicate with the hospital where we take the patient and inform them prior to arrival in order to ensure the receiving team is also well prepared.
- Our entire team is available 24/7 on-site.
- All our staff are there on a rotational basis.

# COMPLETED PROJECTS

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**PROJECT: PROVISION OF SAFETY STANDARDS**

**CLIENT: LAKE CEMENT**

 **Location:** Kimbiji, Kigamboni, Tanzania

**Time served:** 15 April- 14 May 2020

**Services rendered:** We catered during the corona virus surge when the company had a high influx of people outside of the factory due to the maintenance shutdown of the plant. We provided them with stringent measures and trained staff on safety practices to curb the virus spread. Staff with symptoms were identified at the entrance and were referred to a nearby health facility.

**Current status:** We have proposed a robust plan to set-up an urgent care clinic on-site for the employees, which can be extended to provide care to the population residing within the vicinity. In order to make this self-sustainable we have also proposed that the clinic be accredited by National Health Insurance after a year of operation. This will reduce the financial burden on the company as well as the non-staff members who have valid insurance.

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# COMPLETED PROJECTS

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## PROJECT: PROVISION OF SAFETY AND HEALTH CHECK UP CLIENT: PRIMEFUELS TANZANIA

■ Location: Airport Road, opposite Terminal 3, Dar es salaam, Tanzania

Time served: 07 May 20 – 15 April 21

Services rendered: 07/05/2020 – 15/04/2021

**Current status:** During the first Covid surge we catered for the prevention and safety parameters for the company's staff with stationed medical personnel on-site during working hours along with an on-site parked ambulance for any emergencies.

These services were provided for about 6 months, after which we catered for the provision of staff health check-up camp whereby, we catered for general health conditions of the staff.

**Primefuels** is a company which deals with transport of fuels and holds an extensive vehicle fleet, thereby making it imperative for the drivers to be in good health to maintain safety standards.

The camp provided the following services: BMI, Eye check, Diabetes screening, Hypertension screening, serum cholesterol levels.

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# COMPLETED PROJECTS

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**PROJECT: COVID SCREENING & DATA COLLECTION**

**CLIENT: TANZANIA DIABETES ASSOCIATION (TDA)**

■ Location: Dar es salaam.

Time served: Feb-Mar 2021

**Services rendered:** Installing device which helps in data collection for analysis of various research TDA is conducting. We installed, thermal scanners and facial recognition devices at all the referring hospitals Mwananyamala hospital, Temeke hospital, Amana hospital and Shree Hindu Mandal Hospital in Dar es salaam.



# OPERATING PARTNERS

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## FIXED WING AIRCRAFT:

We have partnered with Arusha Medivac to provide Air evacuations with immediate turnaround times.

They own and operate a Piper Navajo PA31 aircraft that is an appropriate twin engine air ambulance with seating capacity of 8 or one stretchered patient, doctor and 2 seated patients.



## HELICOPTER MEDIVAC

We have also partnered with Kilimed Air for their expertise in helicopter medivacs. This helps us to reach areas inaccessible by fixed wing aircrafts.



# OUR PACKAGES

Services	Dispensary	Clinic	Executive Clinic
<b>LABORATORY</b>			
Rapid Malaria Test	✓	✓	✓
Urine dipstick	✓	✓	✓
Urine pregnancy test	✓	✓	✓
Hemoglobin	✓	✓	✓
Random Blood Glucose	✓	✓	✓
Stool routine		✓	✓
Dengue		✓	✓
Full Blood Picture		✓	✓
Renal Function Test			✓
Lipid Profile (LDL,HDL,TG,TC)			✓
Prostate Specific Antigen (PSA)			✓
Glycated Hemoglobin (HbA1C)			✓
<b>PHARMACY</b>			
T. Paracetamol	✓	✓	✓
IV Paracetamol		✓	✓
Cap. Amoxicillin	✓	✓	✓
Amoxi-clav		✓	✓
IV Ceftriaxone		✓	✓
T. ALU	✓	✓	✓
Artesunate		✓	✓
Inj. Diclofenac		✓	✓
T. Ciprofloxacin		✓	✓
T. Aspirin	✓	✓	✓
Atorvastatin			✓
NS		✓	✓
RL		✓	✓
D5%		✓	✓
D50%		✓	✓
Oral PPI		✓	✓
IV PPI		✓	✓
Inj. Ondansetron		✓	✓

# OUR PACKAGES

## Services

## Dispensary

## Clinic

## Executive Clinic

### PERSONNEL

24/7 On-site Ambulance

Doctor

Nurse

Pharmacy Dispenser

Lab technician

Ambulance Driver

Observing/Admitting patients



*NB: Please note these are fully customizable packages which can be tailored as per your needs.*



# Closing Remarks

■ Emergencies can occur anywhere, and they come without prior notice. All we can do as humans is to be prepared for it.

■ Mining and industrial sectors are a high-risk zone which would require on site emergency services available 24/7 due to the nature of the business.

However, more often than not, they are at remote locations and such services are difficult to access on emergent basis.

The mining and industrial sectors require ambulances on standby and urgent care services at the site which operate specifically for them in order to avail instantaneous emergency medical services.

■ We provide emergency and urgent care from the site for both major and minor illnesses and cater for mobilization of patients to the final health facility if and when need arises.

■ We provide emergency and urgent care from the site for both major and minor illnesses and cater for mobilization of patients to the final health facility if and when need arises.

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*Next to creating a life, the finest thing a man can do is save one.*

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Abraham Lincoln

