



**YOUR
ROCKET CONNECT
EMERGENCY MEDICAL SOLUTION
& MOBILE APP**

PRODUCT INFORMATION

Updated: 07 May, 2026







| 01 Welcome

| 03 Services We Provide

| 05 Terms & Conditions *

| 06 Who We Are

* *Refer to our comprehensive Terms & Conditions*



WELCOME TO YOUR ROCKET CONNECT EMERGENCY MEDICAL SOLUTION SUBSCRIPTION & MOBILE APP

We are glad you chose ROCKET Connect, and we hope it gives you and your family peace of mind in emergency medical situations.

With the your ROCKET Connect subscription, you'll have access to a world-class emergency medical service should the need arise.

Our in-house Medical Emergency Management Centre, world-class pilots, professional aeromedical teams, and extensive authorised Road Ambulance Network are standing by to render you emergency medical assistance, 24/7. We understand how urgent a medical emergency can be and strive to ensure that all your needs are met swiftly and efficiently.

Should you have any inquiries or require more information, please contact us.

ROCKET Customer Care Contact

Call | 087 158 1589

Email | customercare@rockethems.co.za





WE 
GENUINELY
CARE

SERVICES WE PROVIDE

ROCKET will provide Members or Dependents' with the following Services as a result of a Member or Dependents' involvement in a Medical Emergency.

For the avoidance of doubt, the Services are strictly limited to Medical Emergencies. ROCKET does not provide Services in relation to Non emergency Cases, including but not limited to routine medical care, scheduled transportation, elective procedures, general medical advice unrelated to an Emergency Medical Condition, or situations where immediate medical intervention is not clinically required.

Emergency Medical Support

'We own your call' to support you and your family throughout your medical emergency. We stay on the call, whilst co-ordinating emergency services and providing ongoing updates during your medical transfer and hospital admission.

Emergency Medical Care Transportation by Road in relation to an Emergency Medical Condition

In the event of a Medical Emergency requiring transportation by road, emergency medical care on scene and transportation from the scene of the Medical Emergency to the closest most appropriate medical facility for further medical care by a private or provincial service provider depending on availability will be provided. The appropriate medical facility is dependent on available information regarding the Member's and/or Dependent's (as the case may be) medical funding profile (i.e. type of medical aid, or potential absence of medical aid) and clinical condition determined by the highest qualified paramedic at the scene of the Medical Emergency in conjunction with the ROCKET Emergency Management Centre.



SERVICES WE PROVIDE

Emergency Medical Care Transportation by Air in relation to an Emergency Medical Condition

In the event of a Medical Emergency requiring transportation by Air, subject to ROCKET's Flight Criteria being met, emergency medical care and transportation from the scene of the medical emergency to the closest most appropriate facility for further medical care by Helicopter will be provided. The appropriate facility is dependent on available information regarding the Member's and/or Dependent's (as the case may be) medical funding profile (i.e. type of medical aid, or potential absence of medical aid) and clinical condition determined by the highest qualified paramedic at the scene of the Medical Emergency in conjunction with the ROCKET Emergency Management Centre.

ROCKET HEMS is on immediate alert to activate, subject to flight criteria being met, and authorised through the ROCKET Emergency Management Centre.

Emergency Management Centre

In addition to ROCKET Connect Mobile App, Members and Dependents can access the Services through:

WHATSAPP | 087 288 5555,
CALL | 0860 354 448 (0860 FLIGHT)

If a Member or Dependent activates the Services in circumstances later determined to be a Non emergency Case, ROCKET reserves the right to decline dispatch, downgrade the response, or terminate assistance without being in breach of the Terms and Conditions..





SERVICE LIMITATIONS *

- Your subscription is not subject to any limits and provides Members and Dependents, in the case of a Medical Emergency, access to:
 - Access to emergency medical response by our extensive authorised road ambulance network;
 - Access to emergency medical response by air ambulance, subject to ROCKET's flight criteria, as specified in our T&C's;
 - Unlimited access to our Emergency Management Centre 24/7;
 - The ROCKET Connect Mobile App
- *Subject to our ROCKET T&C's and within the borders of the Republic of South Africa.*

No Services are provided for Non emergency Cases, and activation of the ROCKET Connect Mobile App or Emergency Management Centre does not create an obligation on ROCKET to respond where a Medical Emergency does not exist.

UNDER SERVICE INTERRUPTIONS *

Services might be interrupted or delayed in any of the following circumstances:

- Weather or road conditions do not allow for the safe dispatching a helicopter (air) or a road ambulance;
- A technical failure outside our control.
- If your mobile device is malfunctioning or you do not have adequate data loaded (or available) on your mobile device account;
- If a government or regulatory authority requires us to change or stop the Services;
- If there are other circumstances beyond our control, for example fire or flood;
- If there are strikes or other industrial action prohibiting access to you at the relevant location.
- Where, upon assessment by ROCKET or its Service Providers, the situation is classified as a Non emergency Case. This interruption or delay might apply to all or part of the Services.

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SERVICE RESPONSIBILITY *

It is your responsibility to understand what features are included in the Services that you pay for, and any special terms and conditions applicable to such Services, which can be found in our comprehensive Terms and Conditions document.

It is your responsibility to understand how to effectively utilise the Services you pay for. You can get information from the ROCKET Connect Mobile App or:

Call | Customer Care team on 087 158 1589

Email | customercare@rockethems.co.za

You acknowledge and accept that you are responsible for understanding the distinction between Medical Emergencies and Non emergency Cases. Incorrect activation of the Services for Non emergency Cases may result in refusal of assistance and does not entitle you to any refund, compensation, or alternative benefit.





WE OWN YOUR MEDICAL EMERGENCY

ROCKET is a leading independent and unaffiliated Emergency Medical Services (EMS), Helicopter Emergency Medical Services (HEMS) and Air Rescue provider within South Africa. Proudly patient-centric – we rank patients’ interest and safety as sacrosanct priorities.

Our in-house Medical Emergency Management Centre, world-class pilots, professional aeromedical teams, and extensive authorised Road Ambulance Network are standing by to render emergency medical assistance, 24/7.



Our competitive advantage is founded on four key pillars:

Our courage.

We strive to always do what is right, not what is easy. We genuinely care.

Our people, unique culture and values.

ROCKET strives to be the employer of choice for the industry’s leading talent, operating in an empowering inclusive culture.

Our unique asset base and infrastructure.

We own the largest twin-engine helicopter ambulance fleet in Africa with a notable track record. Our service also includes access to an extensive Road Ambulance Network.

Our enthusiasm for disruptive innovation.

De-commoditising the emergency services value chain and re-igniting the soul of the industry, are key ROCKET objectives. Technology, innovative engagement solutions and platforms drive our innovation.



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