

LIFELINE 16-911

"We Save Lives"





LIFELINE EMERGENCY HOTLINE

LANDLINE

MOBILE 091752 1 6 9 1

TRUNKLINE **8839-2525**

DOWNLOAD THE LIFELINE HOTLINE APP



Lifeline is the biggest, fastest, most reliable private ambulance company in the Philippines.

For almost 30 years, we have lived up to our mission and vision of providing reliable and efficient emergency medical response services to those in need of it. With over 500,000 lives saved, ours is a name trusted by Manila's top hospitals, malls, schools, highways, premiere residential villages and business districts, and by the 5 million members we cover within these areas.

Our world-class ambulances are virtual Emergency Rooms on Wheels and are fully-equipped to respond to life-threatening situations with an average response time of 12 minutes. Once we get to our patient's side, our focus shifts to stabilizing and transporting him to the nearest hospital or to the hospital of his choice.

Our qualified teams of doctors, nurses and EMTs handle the emergency with expertise and care from the second we receive the call. This includes making sure all our patients are thoroughly endorsed to the receiving hospital and to the doctors on-duty. Because of our sizeable network of doctors and hospitals, Lifeline can ensure that our patients will have a room and a receiving doctor.

Our reputation and competence have given us the honor of providing ambulance and medical support to VIPs, US Presidents, the Prime Ministers of Australia, Canada and Japan, and our personal favorite, Pope Francis. We are also contracted to cover tournaments, concerts and other major and specialized events in Metro Manila.

We hope you will never need to, but in any medical emergency, remember to call 16-911. We will be there when you need us the most.





Over 65 Ambulances, First Responders, and Fleet Support

Our ambulances or ALPHAS make up 90% of our fleet. Each unit meets international standards and is equipped with life-saving medicine and equipment. Our D.O.C cars transport our Doctors and Nurses for 24/7 homecare services. Our CHARLIES serve as our diagnostic on call and driver on call vehicles as well transport supplies. Our support vehicles SIERRAS shuttle medical crew to and from posts and deliver supplies and mechanics to the ambulances.



ALPHA urses, Emergency Medical

Nurses, Emergency Medical Technicians, Paramedics and Doctors



Operations Managers, Field Managers and Mechanical Support Teams

D.O.C

Doctors and Nurses Homecare service vehicle





CHARLIE

Diagnostic on call, driver on call and Additional Supplies

ER on Wheels

Our ambulances are virtual Emergency Rooms on Wheels. Each is fully-equipped with state-of-the-art medical and life-saving equipment including ECGs, parapacs, defibrillators, AEDs, suctions, fluids, oxygen and injectable medications, to name just a few.

Transparency

Other control measures we have in place are dashcams for the safety of our patients, and personnel tracking devices on our crew to enable us to send the closest on-duty staff during emergencies.







Control and Tracking

All units are GPS tracked 24/7 to ensure the fastest response time and to manage expectations. Full travel reports are available for every run.



- PLDT: Voice Recorded
- GPS: Time Engine On
- Time Mobile
- ✓ Route Taken and Time Passed
- **Kilometer Reading**
- Arrival
- Assessment
- Mospital Stamp
- Endorsement

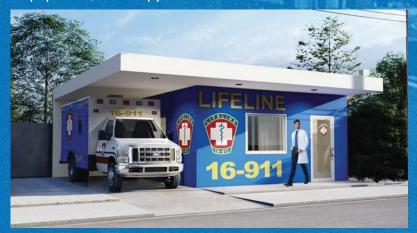




We average a 12-minute response time in Metro Manila. As a benchmark, the standard in New York is a response time of 10 minutes or under, and in California, 15 minutes or under.

LifePODs and Safety Zones

A safety zone is a defined area of coverage where we contract developers, cities, residential villages, corporations, and buildings to avail of membership for their areas of responsibility. Within these safety zones, our points-of-dispatch or LifePODs allow the ambulance and crew to maintain focus on one assigned area. A POD is a dedicated parking area, storage, and quarters for the ambulance and its crew. Each POD is fully-equipped with additional facilities, equipment, and supplies for the ambulance and crew.



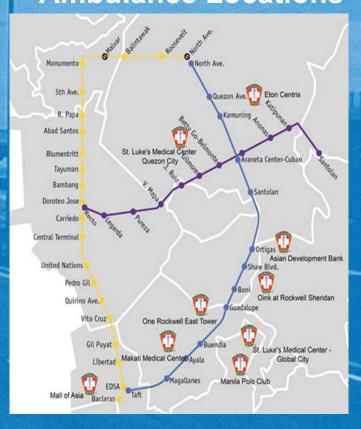


Bianca Dinglasan Gelido Precommends Lifeline 16911.

December 21, 2021 · 3

They are like family who is always there when you need them the most $\angle A$

Over 30 Ambulance Locations



Our ambulances and crew are spread across over 30 strategic locations in Metro Manila. This enables us to respond to calls from our members in the fastest possible time.



4-Cornered Deployment System

When a call is made to 16-911, a 4-cornered deployment system is initiated immediately, mobilizing ambulances, doctors and hospitals within seconds. The two nearest ambulances are deployed to respond. The two nearest private and government hospitals are alerted of an incoming patient. A Lifeline doctor is advised of the emergency and is on standby for response or medical control if required. All of this happens even before the ambulance arrives on scene.



"16-911 is the only number you need to call. Your emergency is being managed."



16-911

DISPATCH

Dispatch manages all our patient's needs, from their records, history, preferred hospital and doctors to the endorsement protocols in receiving hospitals, as well as traffic and re-routing if required. Each emergency is being managed from the minute the call is made

ENDORSEMENT

Our relationship with contracted hospitals allows for a fast and efficient method of patient endorsement for immediate and accurate care upon reaching the ER. This saves valuable time and helps in selecting the right hospital for every emergency.

HOSPITAL NETWORK

Lifeline has strong relationships and contracts with over 20 of the best tertiary hospitals in Metro Manila. This allows us to facilitate the fastest possible endorsement times for patients.



EMS ACADEMY

Lifeline conducts all its training in-house. The Lifeline EMS academy conducts year-round training for EMTs specializing in pre-hospital care. All our courses have been accredited overseas to meet the high and ever-evolving international standards of EMS.



Lifeline EMS Academy is also the recognized and accredited trainer for the Philippine Air Force 505 Search and Rescue Squadron, the Philippine Army 515Engineering Brigade, and the patrollers on the major tollways of SLEX, NLEX, and TPLEX.













OFFICIAL EMS PROVIDER



CLEARED BY

US State Department US Embassy Swiss Guard Vatican APEC 2016-2018









Emergency Quick Response EQR

Lifeline responds to any medical or accident emergency 24/7 within Metro Manila.

Our ambulances are dubbed "Emergency Room on Wheels" with complete medical equipment and competent staff.

Lifeline commits to respond to all medical emergencies in under 30 minutes. Due to the strategic locations of our fleet of ambulances using Life POD's our average response time within Metro Manila is 12 minutes.



Patient Transfer Services
PTS

Lifeline transfer patients to and from homes and hospitals, 24/7 with complete medical equipment and medical team support. Lifeline transports patients throughout the Luzon area. Doctors and specialty medical equipment are available upon request.

*Advanced bookings can be arranged by calling Lifeline Dispatch 16-911



WheelMobile

WheelMobile, a service by Lifeline 16-911, is a dedicated fleet of PWD-assisted vans designed for wheelchair access. Tailored for the unique needs of individuals with mobility challenges, WheelMobile ensures safe and comfortable transportation for patients with limited mobility. With a focus on accessibility our specially equipped vehicles provide seamless and dignified assistance from home-to-hospital transfers to routine medical appointments, to a day out with friends.









Doctors-On-Call



Diagnostics-On-Call



D.O.C (Doctor On Call) and D.O.C (Diagnostics on Call) present Metro Manila's premier healthcare service, delivering top-tier medical care to your doorstep. With D.O.C, experienced and highly qualified doctors are just a call away, offering a personalized and convenient healthcare experience.

This service is especially helpful for blood tests requiring fasting. Proper scheduling will ensure that tests are done at the correct time both quickly and hassle-free. Our partner for this service, LCM Diagnostics, has been been providing accurate and reliable medical laboratory services for over 35 years and is in conformity with its ISO 15189 accreditation.



Doctors Diagnostics-On-Call

Lifeline offers doctor-on-call and diagnostics-on-call services. Our doctors and nurses visit patients directly at their homes or offices, providing convenient and affordable professional medical services. This includes doctor consults and laboratory tests.



24 HR Doctor Consults

The Lifeline D.O.C. program is active 24/7 for consultations and laboratory tests meaning that you get round the clock treatment for any ailment you may have.

for minor medical events or advice, this can reduce the number of unnecessary trips to the ER by 30%.



Clinics

Lifeline currently operates school, corporate, barangay, and fully-equipped critical care/emergency clinics with complete diagnostics, X-ray, medical, and dental services. We can tailor-make clinics ranging from urgent care 24/7 clinics in residential villages to nurse-only clinics in corporate offices.



Jump Teams

Dedicated and highly-trained teams that can swiftly and professionally respond to any medical air evacuations and medical air transfers. Anywhere in the Philippines or Worldwide.

Airlift Jump Team

Dedicated and highly-trained teams that can swiftly and professionally respond to any medical air evacuations and medical air transfers.

Anywhere in the Philippines or Worldwide.

Extrication Jump Team

Responds to vehicular accidents around Metro Manila and major highways, requiring specialized tools such as jaws of life, poles, ropes, cutters, and spreaders to safely remove patients from wrecks and structural collapses.

Psychiatric Jump Team

Provides on-demand, confidential response to the potentially dangerous and

challenging conditions of transporting patients to hospital psychiatric wards.





Event Coverage

For specialized events and tournaments, concerts, school activities, marathons, corporate events, exhibits and conferences.

Roving EMS

For medical trailers, golf carts, medics on bikes and foot patrol for events, schools, villages, malls, fields and courts.

Custom Event EMS

Tailor-made to suit each event, weddings, board meetings and funerals

COMPLIANCE & AWARDS















DOH

Lifeline is the first DOH licensed ambulance company in the Philippines. It is important to ensure that your provider is fully-licensed by the DOH and complies with the provision that a vehicle may only be called an "AMBULANCE" if it maintains the minimum requirements in equipment, supplies, training, medications, communications, back-up units, and protocols as determined by the DOH.

DOLE

Lifeline is the first and only ambulance company to comply with DOLE Department Order No. 174. This vital clearance ensures that no liability on any labor issues is passed on to the clients. Licensing and compliance are extremely important, especially when dealing with people's lives.

ACCREDITATION











AWARDS & CITATIONS



2023 Manila Bulletin UPLIFT Best in healthcare



2022
NATION BUILDER AND
MOSLIV AWARDS
CHIEF EXECUTIVE OFFICER
OF THE YEAR
Celebrates and honored the
changemakers and leaders in
sustainability across the
Philippines



APEA AWARD MOST
OUTSTANDING
The Asia Pacific Enterprise
Awards (APEA) is the most
prestigious regional award
recognition program
recognizing entrepreneurial
excellence.



2016 CEO EXCEL AWARD Awards of Communication Excellence in Organization



2014
MVP BOSSING AWARD
Award for Entrepreneurship
Excellence



2014
National Customers Choice
Annual Awards
"Most Outstanding Ambulance
Services"



2006
National Shoppers Choice
Award "Most Outstanding
Ambulance Service Product"



2006 National Shoppers Choice Award "Number One Ambulance Service"



2005 Philippine Quality Awards for Business Excellence "Philippines Business World-Class"



2005
Asian Business & Marketing
Quality Award
"Most Outstanding World-Class
Ambulance Service"

CORPORATE

Hospitals

CARDINAL SANTOS

MEDICAL CENTER

YOU are family















Adventist Medical Center Manila Skyline Hospital Antipolo Doctors Hospital Amisola Maternity Hospital Brigino General Hospital Bulacan Tri City Medical Center Pasig Calamba Medical Center Laguna UHBI-Parañaque Doctors Hospital United Doctors Laguna E. Zarate Hospital VRP Medical Center Las PiñasDoctors Hospital WestLakeMedical Center Laguna Premier Medical Center Protacio Hospital Parañague Pope John Paul Hospital Medical Center Manila



Protected Zone















Loyola Grand Villas









Acropolis Subdivision

AHEHAI Estate Alabang 400 Alabang Country Club Alabang Hills Village Alexandra Condominium

Allegro Microsystem Alphaland Tower

Ayala Greenfield Estates

Ayala Heights Ayala Southvale

Ayala Westgrove Heights Bel-Air Village

BGEA

Blue Ridge A & B C5 Southlink

8 Wack Wack Condominium Capitol Homes Cardix-Heart Smart **CAVITEX**

Christ Commission Fellowship

Citi Bank Condo City Land

Club Filipino Corinthian Garden Dasmarinas Village

Ecology Village Forbes Park Village Grand So ho Makati

GT Tower Hillsborough Village

HSBC La Vista Magallanes Village Makati Sport Club Manila Polo Club Manila South Woods McKinley Hill Village Metpark Commercial **Estates** Mira Nila Homes MRT 3 Railways **NAIAX** New Manila Rolling Hills NLEX North Greenhills

Northeast Greenhills

Northgate Cyberzone

One Beverly Place

Pacific Village Palladium Homeowners Paseo de Magallanes Phinma Training Center Portofino Heights Portofino South Posadas Village Procter & Gamble Renaissance Towers Salcedo Park Condominiums Salcedo Towers San Jose Village

San Lorenzo Village

Skyway

Pacific Malayan Village

SLFX SM Cyber 1 & 2 South Bay Village Sta. Rosa Estate Startoll The Peninsula Manila The Pinnacle The Residence at Greenbelt The Ritz Tower Tierra Nueva **TPLEX Twin Towers** Urdaneta Village Village Sports Club

MEMBERS

Schools

Center for Childhood Education Domuschola International School DLSZ (IMUS)

European International School

PAREF Rosehill

PAREF Rosemont

PAREF Woodrose

Poveda College

The Learning Tree

The British School Manila

The King School Manila

The Playhouse for Early Education

The Potter & Clay Christian School



















Corporate Clients

























720 Consumer Connect

ABS-CBN

Accenture Philippines ActiveOne Health, Inc.

Admiral Hotel

AFNI, Inc. Phils

AFNI, Inc. Phils - ROHQ

ANZ Bank

Arcadis Phils, Inc.

Asalus Corporation - BDO

ASEAN

Aseana Business Park Estate East west Bank

Asian Eye Institute

Ayala Museum

Azure Urban Residences

Beverly Hills

BOSKALIS BPI - AIA

Cardinal Kidney Care Center

Centuria Medical Manila Chevron Holdings, Inc.

Chevron Malampaya Chevron Philippines

Circle Test Training Center

Club Filipino Coco Life

Davis Langdon & Sea Philippines

Depository Trust & Clearing Corp. DOH - Department of Health

Ernst & Young

Eton Philippines - Eton Centris

Eton Cyberpod

Filinvest Corp, Inc. - Alabang

Fluor Daniel, Inc. GlaxoSmithKline

IKEA

Insular Health Care Intelenet Global Services

IRRI

International SOS Jollibee Food Corp

Konsulta MD

Lazada

Malayan Insurance

Manila Polo Club

Maxicare

Medical Center

Metro Bank

Metro Pacific Tollways Corp. Teleperformance

Microtel Hotel

PAGCOR

Philippines Guard All

PLDT

Procter and Gamble Rockwell Makati

Rockwell Power Plant Mall

Rockwell Sheridan

Rockwell The Groove

San Miguel Corporation

Shopee

SM Mall of Asia

SM Pico de Loro

SM Tagaytay Highlands **Smart Communications**

Sofitel Hotel

Sta. Elena Golf & Country Club

Tourism Promotion Board

Toyota Udenna

US Embassy











BANDAGES/TRIANGULAR

EQUIPMENT

AED W/ PAD **CARDIAC MONITOR** HIGH FLOW NASAL **CANNULA INFUSION PUMP** PARAPAC VENTILATOR **BP APPARATUS/ STETHOSCOPE GLUCOMETER THERMOMETER PULSE OXIMETER NEBULIZING MACHINE** (PORTABLE) **SUCTION MACHINE** (PORTABLE) **PENLIGHT BREAKAWAY** TRACTION SPLINT PADDED SPLINT SET SPINE BOARD WITH SPIDER STRAP SCOOP **KEDS STAIRCHAIR EXTRICATION DEVICE FOR HIGHWAYS** C-COLLAR- ADULT/ PEDIA CARDIAC BOARD/ **HEADBLOCKS LARYNGOSCOPE** ADULT/PEDIA

SUPPLIES

MAIN AND PORTABLE **OXYGEN TANK WITH** REGULATOR **OXYGEN REGULATOR** WRENCH NASAL CANNULA - ADULT /PEDIA NON-REBREATHER MASK -ADULT/ PEDIA **02 FACE MASK** ADULT/PEDIA/NEONATE NEBULIZING KIT W/MASK -ADULT/PEDIA STERILE COATED STYLET ADULT/PEDIA **ENDOTRACHEAL TUBES BAG VALVE MASK OROPHARYNGEAL AIRWAY** MACROSET/ MICROSET IV CANNULAS/ HEPLOCK /TORNIQUET SOLUSET/BURETTE NASOGASTRIC TUBE SUCTION CONNECTING TUBE **SUCTION CATHETER FOLEY CATHETER URINE BAG - ADULT BAG WASHABLE PPE** STERILE GLOVES /NON-STERILE GLOVE

SUPPLIES

BANDAGE **ARM SLING** TEGADERM /STERI STRIP **DRESSING TONGUE DEPRESSOR /COTTON APPLICATOR** SURGICAL TAPE **GAUZE DRESSING** /STERILE AND NON STERILE EYE PADS (STERILE) LAP SPONGE **BETADINE SOLUTION** ALCOHOL HOT/COLD COMPRESS DIAPER /DRY SHEET **OB KIT (COMPLETE SET)** KIDNEY BASIN BED PAN/URINAL BANDAGE/TRAUMA SCISSOR DISPOSABLE FACE MASK DISPOSABLE PPE SETS SYRINGES- ALL SIZES HYPODERMIC NEEDLES /BUTTERFLY IV SPLINT - ADULT/PEDIA **IV FLUIDS**

SALBUTAMOL
ADENOSINE
PARACETAMOL AMP
TRAMADOL AMP
DIPHENHYDRAMINE 25mg
LORATADINE 10mg
MECLIZINE 25mg
MEFENAMIC ACID 500mg

TRAMADOL 50mg
TRANEXAMIC ACID



Thank you Lifeline 16911 for the seamless transfer of our dad from the hospital to our house. It's very much appreciated. Keep it up!



MJ Gonzales 🏴 recommends Lifeline 16911. ...

July 30 at 10:38 AM · •

I would like to commend the following people who have assisted us yesterday!

Team Paolo Alpha:

T.L. Andrei Aquinde, Yasher and Jeff.

They provided assistance and transferred us from location of the accident (MCX/SLEX) to the nearest hospital (Asian Hospital and Medical Center). What surprised us is that the assistance given was free especially the ambulance. We can't thank you enough health care officers! More power to your team and to the Lifeline 16911! God Bless us all.

LIFELINE 16-911







Teresita Santos Buenagua

□ recommends

Lifeline 16911.

March 2, 2019 · 3

for Sta. Rita Post Nlex team, they are so well together and everyone made me feel my husband was in good hands and as safe as he possibly could be. You are caring and wonderful people and I thank you from the bottom of my heart. god bless you! special thanks to Rowel Intal, Mark Carlo Barzal and Robin Salenga

Carol Matipo ☐ recommends Lifeline 16911.

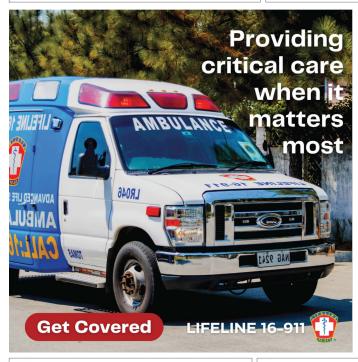
April 1, 2019 · ③

We would like to thank the sta. rita nlex crew headed by Mr. GERALD SARMIENTO-TL, MR. NAJRANI ENGINCOLIN-TX and MR. JAYSON BUSTAMANTE-TO. We really appreciate your warm caring to us while on our way to the hospital you did your job with full of love and concern. Kudos to this 3 young man. keep on striving to continue to help and save the lives of the people. GOD BLESS U ALL..

Lala Ilao-Dinglasan 📮 recommends Lifeline 16911.

December 15, 2021 · 3

Fast, reliable and very dependable to all your emergency & medical needs







Christian Phaule Padua precommends Lifeline 16911.

November 11, 2019 · 3

thank you lifeline 16911 for a quick assistance. this emergency service is highly recommended. I'm your patient from azure beach resort.

S C

Debbie Ortega Del Castillo Precommends
Lifeline 16911.

July 12, 2019 · 🔞

I experienced utmost care while inside the ambulance.

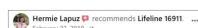


Efficient and caring staffs. Comes with complete and clean equipments.

LIFELINE 16-911







thank you lifeline sta. rita post especially to your staffs H.santos, J. evngelista, J. lumba. You are a big help when we had an accident in nlex. thank you and keep up the great help.



Its so greatful and how to save livea of many filipno people..



These guys are lifesavers, literally! Kudos to everyone!

LIFELINE
WHEELMOBILE

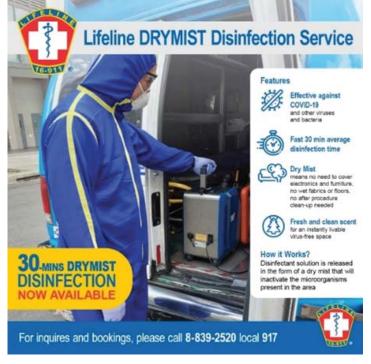
Freedom of movement,
without limits.

Comfort - Van's specifically
designed for wheelchair access

Convenience - Easy and
simple booking process

Affordability - Standardized
pricing for your whole trip

Customercare@lifeline.com.ph





I would like to commend and extend my gratitude for San Fernando, Pamp. Lifeline Team, Marielle Estabillo, Rico Carreon and Patrol Officer Romer Sucaya for the medical care they provided when my panic attack happened.. Marami pong salamat sa inyong tulong. God bless you all.



June 15, 2019 - 3

I would like to commend the following people who have assisted us last week T. L Raymart Torres, T. X Reneo Lomugdang and T. O Warren de Leon. They provided first aid, and transferred all wounded patients from location of the accident to the nearest hospital. What surprised us is that the assistance given was free esp the ambulance. We cant thank you enough sirs. More power to your team.



highly recommended! tried and tested since 2017. very fast and efficient service. competent staff and doctors

MEMBERSHIP COVERAGE

Individual

- FREE use of Ambulance Rescue Service
- FREE use of On-board Equipment and Supplies
- ▼ Full endorsement to the hospital
- Access to our 24-Hour Medical Telephone Advisories
- 20% discount on Patient Transfer Services
- 20% discount on Air Medical Evacuation and Airlift Services
- Services

Coverage area is Metro Manila and adjacent provinces

- ♥Antipolo, Rizal
- ♥Cainta, Rizal
- ♥Taytay, Rizal
- 🕈 Meycauayan, Bulacan 🛛 🕈 San Pedro, Laguna
- Obando, Bulacan
- San Jose Del Monte.
- Bulacan Bacoor, Cavite

Corporate

- 24-Hour FREE Emergency Call and Dispatch thru 16-911
- ✓ 24-Hour FREE Ambulance Rescue Service
- 24-Hour FREE Medical Phone Advisories
- 20% discount on Medical Air Evacuation & Airlift Services
- 20% discount on Patient Transfer Services
- 20% discount on Doctors/Diagnostics-On-Call Services
- Round-the-clock Nurses with full rotation and selection
- Assistance with company health insurance plans and third party administration packages
- Emergency training and development of employees

Membership Rates



Individuals

₱ 2,000++ per year



Family / Group

₱ 10,000++ per year



School

₱ 365 to P500++ per student



Corporate

₱ 365 to P1,000++ per person per year (minimums apply)



Site Coverage

₱ 10,000 to P170,000++ per month



Building Coverage

₱ 10,000 to P100,000++ per month



Dedicated Ambulances

₱ 400,000++ per month

Service Fees



Doctors/Diagnostics-On-Call

₱ 2,500++ per home visit



Airlift Jump Team

For quotations, please call 8839-2525



Extication Jump Team

₱ 365 to P500++ per student



Psychiatric Jump Team

₱ 30,000++ per response

+ ₱ 2,000 per hour waiting time



Patient Transfer Services

₱ 5,500++ with supplies and MD for members

₱ 10,000++ with supplies and MD for non-members



Ambulance Standby

₱ 3,000++ per hour ambulance and 2-man team++

₱ 2,500++ per hour additional for doctor (if required)

Medical Trailer StandbyEMT Team Only

₱ 1,500++ per hour with 2-man crew discount available on set hours

"We Save Lives"



BE OUR MEMBER AND PARTNER IN SAVING LIVES

JOIN US NOW!



CONTACT US



- Valgosons Building, Lifeline Compound, 8484 East Service Road, Km. 18, Sucat, Parañague City, Philippines 1700
- **MEMBERSHIP** customercare@lifeline.com.ph



















