

Empresa Pública de Emergencias Sanitarias



At EPES, we are **experts in accidents and medical emergencies**. We are committed to offering the response speed that the public demands in order to foster trust and promote safety. We likewise guarantee accessibility, personalized care, and humane treatment to our patients – all the while promoting innovation in everything that we do.

With **growing social responsibility** in the bosom of a Public Health System which is constantly evolving, the Public Company for Health Emergencies works to take care of the needs, demands, and expectations of the public, ensuring that those we serve are entirely satisfied.

Information:
Check the new health emergency
access numbers for your
Province online at :
www.epes.es

Central Headquarters:
Parque Tecnológico de Andalucía.
C/ Severo Ochoa, 28. 29590.
Campanillas. Málaga. España.
e-mail: scentral@epes.es
Tel. +34 951 04 22 00
Fax: +34 951 04 22 01

Confidentiality of information:

Responsible	Empresa Pública de Emergencias Sanitarias (Q2900463G).
Purpose	Provision of healthcare.
Legitimation	The process is necessary in compliance with a legal obligation imposed to the responsible for the processing.
Recipients	Data transfers may be made to other agencies of the Public Health System of Andalusia if they are necessary for your assistance.
Rights	Access, rectify and delete data, as well as other rights, as explained in the additional information.
Origin	In general, the data collected are those that you have given us although data offered by third parties intervening in the accident or assistance can also be incorporated.

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www.epes.es



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CONSEJERÍA DE SALUD Y FAMILIAS



The Public Company for Health Emergencies (EPES), created in 1994, has the aim of providing comprehensive care for accidents and emergencies in Andalusia, thus contributing to the improvement of citizens' health and providing personalized services in the pre-hospital setting. EPES is responsible for –amongst other services– handling the 061 direct dial number, as well as the health emergencies that arise within its geographical area.

+ 40
MILLION
calls
handled
since 1994

SERVICES



SaludResponse

"Salud Response" ("Health Response") provides multi-channel access to Andalusia's Public Health System, managed by EPES and the Andalusian Health Service. Salud Response provides comprehensive attention to both citizens and health professionals in the Andalusian Community and it offers its users more than 30 services.

The free Salud Response smartphone application is available for Android, iOS, and Windows Phone. Amongst its services, noteworthy is the ability to make an appointment for primary care, a 24-hour healthcare channel, and patient follow-up and monitoring services.

AVAILABLE

24 hours a day

365 days a year

220
MILLION
services processed
since 2003

REsources

8 Accident and Emergency Coordination Centers (CCU)

59 Helipads

32 "Home Bases" for Care

5 Emergency Air-Lift Teams



30 Land-Based Emergency Teams (EET)

5 Advanced Coordination Teams (ECA)

12 Critical Patient Transfer Teams

1 Basic Life Support (BLS) Team

4 Decontamination Units

9 Logistic Support Vehicles (VAL)

Keeping in mind its constant challenge to be an innovative organization on both a national and international scale, EPES has developed:



The Mobile Digital Medical Record. An electronic log of patients that includes advanced features for mobile environments and emergencies, and makes up the "mobility module" of the Sole Andalusian Health Record.



Online Medical Centers. The latest generation of the technological platform developed by EPES for full, comprehensive emergency management. This platform allows us to evolve towards a "Sole Virtual Center" that uses a scalable system with 111 care and management positions that all originate from eight Provincial Coordination Centers.



Fleet Management. This assists in locating the individual calling, the place where the emergency has happened, and the nearest available accident and emergency ambulances on a map. All the data is automatically sent to the vehicles from the Coordination Center.