Zambulance Health Services Limited

Emergency Health Care Service Provider

SERVING TO SAVE LIVES...

CORPORATE PROFILE • SERVICE PORTFOLIO

Emergency Medical Services · Patient Transport · Event Medical Coverage · First Aid Training · Paramedic Services · Ambulance Solutions

24/7 EMERGENCY

Ndola: 0976 373 259 | 0977 838 603 Lusaka: 0975 829 543

Corporate: 0973 365 702

info@zambulancehealth.com

House No. 1, Kariba Road, Kansenshi, Ndola, Zambia

House No. 13, Chainama Road, Olympia, Lusaka

Bases in Ndola & Lusaka • Nationwide Coverage

TRUSTED BY LEADING HOSPITALS, MINES & CORPORATES ACROSS ZAMBIA

DANGOTE
CEMENT

FNB

FIRST QUANTUM

absa

ZB ZAMBIAN BREWERIES PLC
Proudly part of ABInBev

Message from the Founder

At Zambulance Health Services Ltd, our journey began with a clear purpose: to help close the gaps in emergency medical response, patient transportation and access to dependable healthcare services across Zambia.

We believe that every person deserves timely, professional and compassionate care, whether they are being transferred between hospitals, attending a major sporting event, working at a remote site or living in an underserved community.

Since our establishment, we have continued to *strengthen our team*, *expand our operational capacity* and *develop services that respond to the diverse needs of individuals, healthcare institutions and corporate organisations*. Our work includes ambulance transfers, event medical coverage, first aid training, emergency preparedness support and community health outreach.

Every assignment entrusted to us represents a life, a family and an organisation placing its confidence in our hands. We therefore approach each responsibility with professionalism, preparedness, dignity and respect.

As we look to the future, our commitment remains to strengthen prehospital care, build meaningful partnerships and contribute to a safer and healthier Zambia.

On behalf of the entire Zambulance team, I thank you for taking the time to learn about our organisation. We look forward to serving you and becoming a trusted partner in protecting the health and safety of your people.

Dr. Lyon Chipandwe
Founder & Director
Zambulance Health Services Ltd

01 Who We Are

Zambulance Health Services Ltd is a Zambian healthcare services company specialising in emergency medical services, ambulance transportation, patient transfers, event medical coverage, first aid training, roadside emergency assistance, paramedic services, and ambulance conversion and upgrade solutions.

Based in Ndola and Lusaka, Zambulance provides services across the country — serving individuals, hospitals, corporations, mining companies, financial institutions, NGOs, sporting organisations, event organisers, bush camps, and other institutions that require dependable medical support.

We operate a fleet of ten (10) ambulances, including 7 ALS-equipped ambulances. Our clinical personnel are registered with their respective councils and are deployed according to the clinical and operational needs of each assignment.

10 AMBULANCES	**7** ALS-EQUIPPED	**5** SMALL VEHICLES	**3** BUSES
	20+ FULL-TIME STAFF	**COUNCIL** REGISTERED STAFF	

02 Vision, Mission & Values

VISION

To become Zambia's most trusted and responsive provider of emergency medical services, patient transportation, and prehospital healthcare solutions.

MISSION

To provide safe, timely, professional, and patient-centred medical services through qualified personnel, reliable equipment, and responsive emergency systems.

VALUES

Patient First · Professionalism · Reliability · Integrity · Compassion · Excellence

03 Core Medical & Ambulance Services

Inter-Hospital & Patient Transfers

Emergency and non-emergency transfers, hospital referrals, long-distance medical transfers, discharge transport and transport to scheduled appointments.

Neonatal, Paediatric & Adult Transfers

Patient transport across all age groups, including high-acuity and trauma transfers.

Specialised Medical Transport

Ongoing treatment and monitoring during transfer, with doctors, nurses, clinical officers, paramedics, anaesthetic personnel, and midwives deployed according to need.

04 Event, Training & Community Services

Event Medical Coverage

Marathons, road races, sporting events, concerts, corporate functions, conferences, religious gatherings, festivals, schools, universities, and community events.

Sports & Marathon Support

Route medical coverage, mobile medical teams, first aid stations, patient assessment, stabilisation, evacuation, and medical coordination.

Roadside Assistance & Emergency Response

Road traffic accident response, emergency assessment, first aid, trauma support, stabilisation, evacuation, and hospital transfer.

05 First Aid, Home-Based Care & Dignified Transfers

First Aid & Emergency Response Training

Basic first aid, cardiopulmonary resuscitation (CPR), basic life support (BLS), trauma and bleeding control, fractures, burns, choking, medical emergencies, road traffic accident response and emergency preparedness.

Home-Based Care & Patient Support

Patient transport, discharge transport, scheduled appointment transport, basic home-based medical support, and caregiver education.

Mortuary & Deceased Person Transfers

Hospital-to-mortuary, mortuary-to-mortuary, funeral home and authorised long-distance transfers, conducted with dignity, respect, and confidentiality.

06 Ambulance Conversion & Fleet Solutions

Basic, intermediate, and full ambulance conversion; ambulance vehicle and equipment upgrades; patient compartment modification; stretcher and equipment mounting; oxygen and electrical upgrades; emergency lighting; storage and seating configuration; fleet management; equipment service plans; and statutory registration support.

07 Our Fleet & People

10	7	20+	10+
AMBULANCES	ALS-EQUIPPED	PERMANENT STAFF	ON-CALL PERSONNEL
	5	3	
	SMALL VEHICLES	BUSES	

Zambulance Health Services Ltd is guided by a medical leadership team comprising **Dr. Moreblessings Kalamba, an emergency medicine specialist, and Dr. Ntyuuma Muyunda, a medical doctor with a strong interest in emergency medicine.**

Together, they provide clinical leadership and oversight of Zambulance's medical and emergency response operations, supporting the organisation's commitment to safe, timely, professional, and patient-centred care.

Dr. Moreblessings Kalamba

Emergency Medicine Specialist | Clinical Lead

Dr. Kalamba brings specialist expertise in **Emergency Medicine, acute care, emergency preparedness, and clinical governance**, providing senior clinical direction and helping ensure that Zambulance's emergency medical services are aligned with contemporary standards of practice.

Dr. Ntyuuma Muyunda

Medical Doctor | Clinical Operations & Emergency Care

Dr. Muyunda contributes to the organisation's **clinical operations, emergency response coordination, patient care systems, and quality improvement initiatives**, while pursuing further professional development in the field of Emergency Medicine. His role supports the integration of clinical practice with Zambulance's broader operational and service-delivery objectives.

Together, the medical leadership team provides oversight across **prehospital emergency care, interfacility patient transfers, medical event coverage, first aid training, community-based healthcare initiatives, and other clinical services** offered by Zambulance.

Their combined leadership strengthens Zambulance's clinical governance framework and reinforces the organisation's vision of becoming a **trusted, responsive, and professionally driven provider of emergency medical and healthcare services in Zambia.**

Clinical and operational personnel may include medical doctors, registered nurses, clinical officers, paramedics and emergency medical personnel, drivers, and support personnel — deployed according to the requirements of each assignment.

All clinical staff are registered with their respective professional regulatory bodies.

08 Corporate & Institutional Experience

Selected organisations we have supported with medical services.

DANGOTE CEMENT	MOPANI An IRH Managed Company	FIRST QUANTUM MINERALS	LAFARGE Building better cities ™
African BUSH CAMPS	FNB	MARY BEGG HEALTH SERVICES	absa
ZB ZAMBIAN BREWERIES PLC Proudly part of ABInBev	MADISON GENERAL INSURANCE COMPANY (Z) LTD	onelife. Own every moment	*and more...*

09 National Coverage & Why Zambulance

Operational bases: Ndola & Lusaka.

Service coverage: Nationwide, Zambia.

- ✓ 10-ambulance fleet, including 7 ALS-equipped ambulances
- ✓ Clinical staff registered with their respective professional councils
- ✓ Multidisciplinary teams of doctors, nurses, clinical officers and paramedics
- ✓ National coverage from bases in Ndola and Lusaka
- ✓ Proven experience with hospitals, mines, corporates, NGOs, and government
- ✓ Scalable staffing tailored to event size and requirements
- ✓ Integrated ambulance, training, event medical and fleet services

10 Leadership / Board of Directors

Zambulance Health Services Ltd is led by a board of three directors, bringing together clinical, operational and technical expertise in healthcare delivery, emergency response and infrastructure management.

Dr. Benadina Juma

Director

A **medical doctor** with a proven record of **leadership** and experience in both clinical and non-clinical settings. She has held various **senior management** and leadership positions, with a strong focus on **healthcare administration** and **service delivery**, and a special interest in **strengthening healthcare management systems** in Zambia through **effective leadership**, **strategic management**, and **evidence-based practice**.

Dr. Lyon Chipandwe

Founder & Chief Operations Officer

Dr. Chipandwe is a **medical doctor**, **entrepreneur** and the **Founder** and Chief Operations Officer of Zambulance Health Services Ltd. He has held clinical, **administrative** and **operational roles** across healthcare organisations and served as **Chief Medical Officer** at Marybegg Health Services. His interests include **medical evacuation**, **emergency response** and **healthcare entrepreneurship**. His experience in clinical practice and healthcare management informs the **development** and **delivery** of Zambulance's emergency medical and patient transfer services.

Mr. Peter Chamfya

Director

An **electrical engineer** with experience in **operations**, **project management**, and **organisational leadership**. He brings a wealth of **technical** and **managerial** expertise to Zambulance Health Services Limited. His professional experience includes serving as a Regional Manager at ZESCO for five years and as a Lead Consultant on World Bank-funded electrification projects in Malawi, Rwanda, and Sierra Leone. His experience in **managing complex projects**, **teams**, and **operations** strengthens the company's capacity for **efficient service delivery** and **sustainable growth**.

11 Selected Assignments and Service Highlights

	Zambulance has supported major marathons involving more than 6,000 runners and spectators across 5 km, 10 km, 21 km and 42 km routes. The deployment incorporated route-based coverage, first aid support, ambulance response, communication and evacuation planning. **Event:** ABSA Marathon **Dates and location:** 2024, 2025| Lusaka **Reported outcome:** An average of 200 people assisted per year at these events, with an average response time of under 3 minutes.
	Clinical teams and transport resources are selected according to patient acuity, distance and receiving-facility requirements. Services may include adult, paediatric, neonatal, specialist-supported and dignified transfers. **Selected assignment:** Private transfer from a health centre to an aircraft for medical evacuation. **Transfer time:** Pick-up to handover completed within 10 minutes. **Reported outcome:** Patient handed over safely to the receiving medical team.
	Zambulance provides practical first aid and emergency-response training for non-medical personnel, workplaces, institutions and community groups. Programmes can be adapted to occupational risks and participant needs. **Client or institution:** Lolelunga Private Reserve **Courses and participants:** Basic First Aid (9 participants); Advanced First Aid (2 participants). **Reported outcome:** 10 of 11 participants successfully completed training and received certificates. One participant did not complete the training.

12 Additional Engagement Record

Client and service: FNB Marathon medical coverage

Location and years: Kitwe | 2024, 2025 and 2026

Reported outcome: No fatalities were recorded during the marathon. On-site teams provided care to casualties.

Client and service: Polocrosse medical coverage

Location and year: Lusaka | 2026

Reported outcome: Medical coverage was provided, and casualties received on-site care.

Zambulance Health Services Limited
Emergency Health Care Service Provider
SERVING TO SAVE LIVES...

Quality, Safety & Professional Practice

Patient safety, dignity, and professional service delivery are central to our operations. Our commitment includes appropriate clinical staffing, patient confidentiality, documentation, ambulance and equipment readiness, infection prevention and control, continuous staff development, safe patient handling, incident reporting and service improvement, and compliance with applicable Zambian requirements.

Leadership: The company is led by a board of three directors responsible for strategy, governance, administration, operations and business development (see Section 10).

Partner with Zambulance

Zambulance is available for corporate and industrial medical contracts, mining and construction support, hospital partnerships, government and NGO contracts, sports and marathon coverage, event medical coverage, first aid training, and ambulance conversion or upgrades.

Let Us Keep Your People Safe.

24/7 EMERGENCY

Ndola: 0976 373 259 | 0977 838 603

Lusaka: 0975 829 543

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- Nationwide Coverage

Professional · Reliable · Responsive — "Serving to Save Lives."