



TOPIC: So, you called for an Ambulance. Now what?

Tao Carstens: Branch Operations Manager ER24 South Metropole

Tao first qualified as a Basic Life Support Medic in 2005. Whilst on a call out with a critical patient, she realized that not only had she found something she enjoyed and was passionate about, but that she could not remain a Basic for long.

Tao immediately enrolled in the Emergency Medical Care and Rescue program at DUT. In 2008 she qualified as an Advanced Life Support Paramedic and Rescue Technician and made her way from Durban to Cape Town. In 2021 she was promoted to the Branch Manager in the Southern Cape. When the opportunity presented itself to transfer back to Cape Town, she seized the opportunity, and in January 2024, Tao found herself back in Cape Town as the Branch Manager of South Metropole.

Despite the many years that she has been in the Emergency Medical Services, she is still as passionate about it as the day she started, and even more driven to be a part of the process of turning the industry into the leading Pre-Hospital industry in the world.