



# Patient Transport Service

Information for patients who need medical/clinical support to get to/from their healthcare appointments.

## Who can request Patient Transport?

Patient Transport is available for patients who:

- require assistance from skilled ambulance staff e.g. require access to oxygen whilst travelling
- have a medical condition that would prevent them from travelling to hospital by any other means
- have a medical condition that might put them at risk from harm if they were to travel independently
- have treatment with side effects that requires support from skilled ambulance staff.

## How do I request Patient Transport?

You can request Patient Transport up to 28 days in advance of your appointment date by calling our booking line on:

**0300 123 1236\***

If you are hard of hearing, deaf or speech impaired, you can contact the Service through Text Relay on:

**18001-0300 123 1236\***

\*Calls will be charged at local rates for mobiles and landlines.

You can also ask your family member or carer to make the phone call on your behalf, although they should be in a position to answer questions relating to your need for Patient Transport.

When you call our booking line you will be asked for your CHI number. This is a unique health number which contains your DOB. You will usually find this at the top of your appointment letter. Do not worry if you cannot find this number as we can still book transport without it.

Our staff will go through our Patient Needs Assessment with you by asking questions relating to your medical/clinical needs. This assessment will help us understand what your needs are and what support you may require.

Whilst we appreciate that getting to and from hospital isn't always straightforward, it is important that you only

call if you feel you have a medical/clinical need for Patient Transport as you may be preventing another patient from receiving transport.

Traveline Scotland, who can be contacted on **0871 200 22 33** can help you find alternative transport options.

## How do I cancel my Patient Transport?

It is very important to contact us if you no longer need Patient Transport. As you can appreciate, not cancelling arranged transport impacts on other people with arrangements in place on that day and may prevent others from getting Patient Transport. You can cancel your Patient Transport by telephoning: **0800 389 1333 - Free 24 Hour Answering Service**. Please leave your CHI number if you have it, your name, the hospital and clinic and/or ward you are attending along with the date and time of your appointment.

## Who can I travel with?

An escort can travel with you if you require them to be with you during your hospital appointment/treatment. Assistance dogs are also welcome to travel with you to and from your appointment.

## Can I bring any luggage?

Due to limited space on the ambulance, you will only be able to travel with one piece of hand luggage. If you have a walking aid, it is essential that you inform us when you book to enable us accommodate this on the day of your journey.

## For more info:

[www.scottishambulance.com/WhatWeDo/pts.aspx](http://www.scottishambulance.com/WhatWeDo/pts.aspx)

