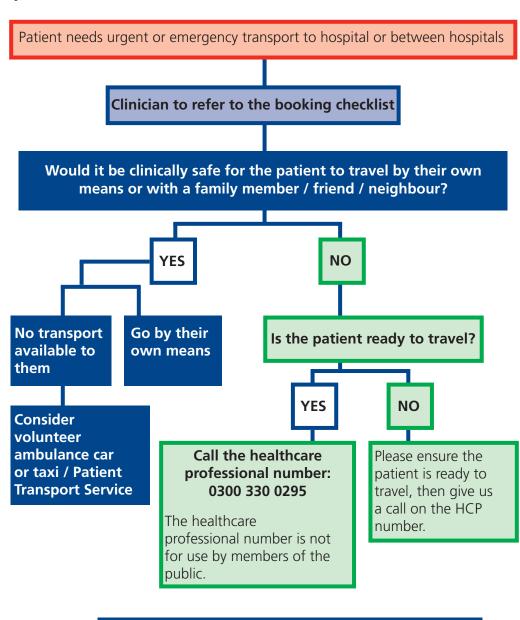


### **QUICK GUIDE**



In immediately life-threatening emergencies you should always call 999.

**Publishing Approval Reference: 000530** 







This guide is designed to make it quicker and easier for healthcare professionals to request an ambulance for patients who need urgent or emergency transportation to hospital or between hospital sites.

## The healthcare professional number is: 0300 330 0295.

During the call, you will be asked clinical questions about the patient's condition. In a life-threatening situation or an emergency request, it is the responsibility of the attending clinician to make the request to the ambulance trust. Where delegation is unavoidable, the individual making the request should be able to answer triage questions about the patient's condition.

When you book transport, a clinician from our Ambulance Operations Centre may get back in touch with you for further assessment to ensure the right response is sent to the patient.

Emergency ambulance transport cannot be booked for repatriations or step-down transfers/discharges to non-hospital facilities and outpatient appointments.

## **Booking checklist**

patient is ready to travel and that you have the following information: hospital or may be eligible for the Patient Transport Service. If not, please ensure the Before calling, please consider whether your patient could make their own way to

| Patient's NHS number                              | Anything else you think we need to know   |
|---|---|
| əmen lluł s'tnəite9                               | Special requirements/ instructions  |
| Destination (inc. ward/clinic)                    | Probability of clinical deterioration   |
| Location the patient needs<br>mort gnitcollecting | Could the patient travel with others as part of a multi-occupancy transfer?       |
| Contact details of authorising HCP or deputy      | If the patient requires medication en route, is it ready to transport?            |
| 9DH gnisinodtus to 9msN                           | Advise if there are any family or clinical escorts                                |
| s'tnəitsq fo tommul<br>condition                  | Provide details of any patient infections   |
| Vital signs measurement or<br>MEWS2* score        | Patient's mobility (walking /wheelchair/stretcher/<br>incubator – including type) |

#### \*NEM25

|                  | ા.6દ <u>≤</u>      | 0.68-1.88        | 0.88-1.88           | 0.85-1.85     |        | 0.⋜£≥          | Temperature                       |
|------------------|--------------------|------------------|---------------------|---------------|--------|----------------|-----------------------------------|
| CVPU             |                    |                  |                     |               |        |                | Ssansuoissno                      |
| เรเ<             | 111-130            | 011-16           | 06-15               | 0S-17         |        | 0⊅≥            | Pulse (per minute)                |
| 022≤             |                    |                  | 617-111             | 011-101       | 001-16 | 06⋝            | Systolic blood<br>pressure mm(Hg) |
|                  |                    |                  | λiΑ                 |               | Oxygen |                | Air or oxygen?                    |
| oxygen<br>SZ5 on | uəb/xo<br>02-96 ou | oxygen<br>oxygen | 28-92<br>≥93 on air | <b>/</b> 8-98 | S8-48  | £8 <u>&gt;</u> | (%) Selection (%)                 |
|                  |                    |                  | 96 <del>&lt;</del>  | S6-76         | 86-26  | ι6⋝            | (%) l əlsə2 <u>s</u> 0q2          |
| 52≤              | ⊅Z-1Z              |                  | 12-20               | 11-6          |        | 8≥             | Respiration rate<br>(per minute)  |
| 3                | 7                  | l l              | Score<br>0          | l l           | 7      | ε              | Physiological<br>parameter        |

assessment of acute-illness severity in the NHS. Updated report of a working party. London: RCP, Z017. Reproduced from: Royal College of Physicians. National Early Warning Score (NEWSZ): Standardising the

> four levels of response ranging from life-threatening emergency to non-urgent. the clinical information needed to determine the level of response required. There are When you call the healthcare professional number, the questions we ask will collect

# Types of condition

procedures or investigations.

care, such as urgent CT or MRI.

admission to hospital or investigations to inform on-going threatening e.g. urgent assessment by a specialist, urgent with conditions that are not immediately life, limb or sight Patients assessed as requiring urgent admission or transfer injury, sepsis, patients requiring limb-saving surgery. unit e.g. acute myocardial infarction, acute stroke, serious hospital in an emergency department or specialist receiving Patients assessed as needing inibaen se bassasse stnaite life-threatening asthma in an urgent care facility. birth units requiring immediate assistance, acute severe or department or specialist receiving unit e.g. cardiac arrest, emergency transport to an appropriate emergency required from the ambulance service in addition to Where immediately life-saving clinical interventions are

and are being transferred for elective or semi-elective

patients who are clinically stable in their current environment

ongoing care within a clinically appropriate time frame e.g.

Patients assessed as not urgent but require transport for

(esuodse) ənıq-uou) Non-Urgent

Emergency

threatening

(esuodse) 14gil ənıq-uou) Urgent





