



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 Emergency 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.

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

Types of condition

Life-threatening	Where immediately life-saving clinical interventions are required from the ambulance service in addition to emergency transport to an appropriate emergency department or specialist receiving unit e.g. cardiac arrest, birth units requiring immediate assistance, acute severe or life-threatening asthma in an urgent care facility.
Emergency	Patients assessed as needing immediate clinical care in hospital in an emergency department or specialist receiving unit e.g. acute myocardial infarction, acute stroke, serious injury, sepsis, patients requiring limb-saving surgery.
Urgent (non-blue light response)	Patients assessed as requiring urgent admission or transfer with conditions that are not immediately life, limb or sight threatening e.g. urgent assessment by a specialist, urgent admission to hospital or investigations to inform on-going care, such as urgent CT or MRI.
Non-Urgent (non-blue light response)	Patients assessed as not urgent but require transport for ongoing care within a clinically appropriate time frame e.g. patients who are clinically stable in their current environment and are being transferred for elective or semi-elective procedures or investigations.

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

Vital signs measurement or NEWS2* score	Patients' mobility (walking /wheelchair/stretcher/incubator – including type)
Summary of patient's condition	Provide details of any patient infections
Name of authorising HCP	Advise if there are any family or clinical escorts
Contact details of authorising HCP or deputy	If the patient requires medication en route, is it ready to transport?
Location the patient needs collecting from	Could the patient travel with others as part of a multi-occupancy transfer?
Destination (inc. ward/clinic)	Probability of clinical deterioration
Patients' full name	Special requirements/ instructions
Patients' NHS number	Anything else you think we need to know

*NEWS2

Physiological parameter	Score	Respiration rate (per minute)	SpO ₂ scale 1 (%)	SpO ₂ scale 2 (%)	Air or oxygen?	Systolic blood pressure mm(Hg)	Pulse (per minute)	Consciousness	Temperature
	3	<8	<91	<83	Oxygen	<90	<40	<35.0	>35.0
	2	9-11	92-93	84-85		91-100	41-50	35.1-36.0	36.1-38.0
	1	12-20	≥96	86-87	Air	101-110	41-50	36.1-38.0	36.1-38.0
	0	12-20	≥96	88-92	Air	111-219	51-90	36.1-38.0	36.1-38.0
	1	21-24	95-96 on oxygen	93-94 on oxygen		91-110	91-110	38.1-39.0	38.1-39.0
	2	21-24	95-96 on oxygen	93-94 on oxygen		111-130	111-130	39.1-40.0	39.1-40.0
	3	≥25	≥97 on oxygen	≥97 on oxygen		≥131	≥131	Alert	Alert
	3	≥25	≥97 on oxygen	≥97 on oxygen		≥220	≥131	Alert	Alert

Reproduced from: Royal College of Physicians: National Early Warning Score (NEWS2): Standardising the assessment of acute-illness severity in the NHS. Updated report of a working party. London: RCP, 2017.