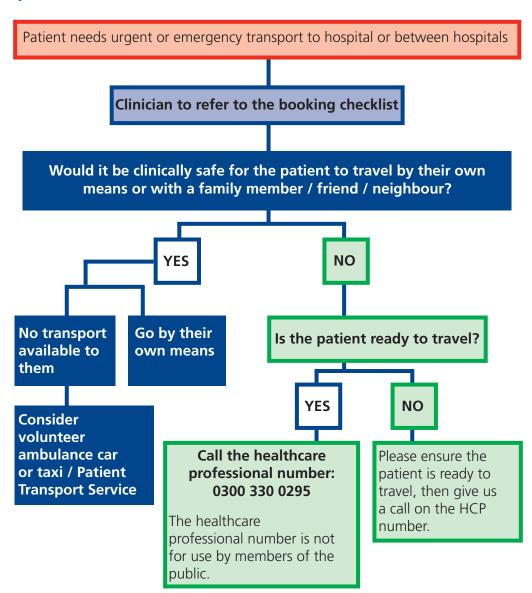
## **QUICK GUIDE**









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.

## **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:

Anything else you think we need to know
Special requirements/ instructions
Probability of clinical deterioration
Could the patient travel with others as part of a multi-occupancy transfer?
If the patient requires medication en route, is it ready to transport?
Advise if there are any family or clinical escorts
Provide details of any patient infections
Patient's mobility (walking /wheelchair/stretcher/ incubator – including type)

## \*NEM25

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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.

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

Mon-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.
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.
Ешегдепсу	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.
Life- gninətsərdt	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.