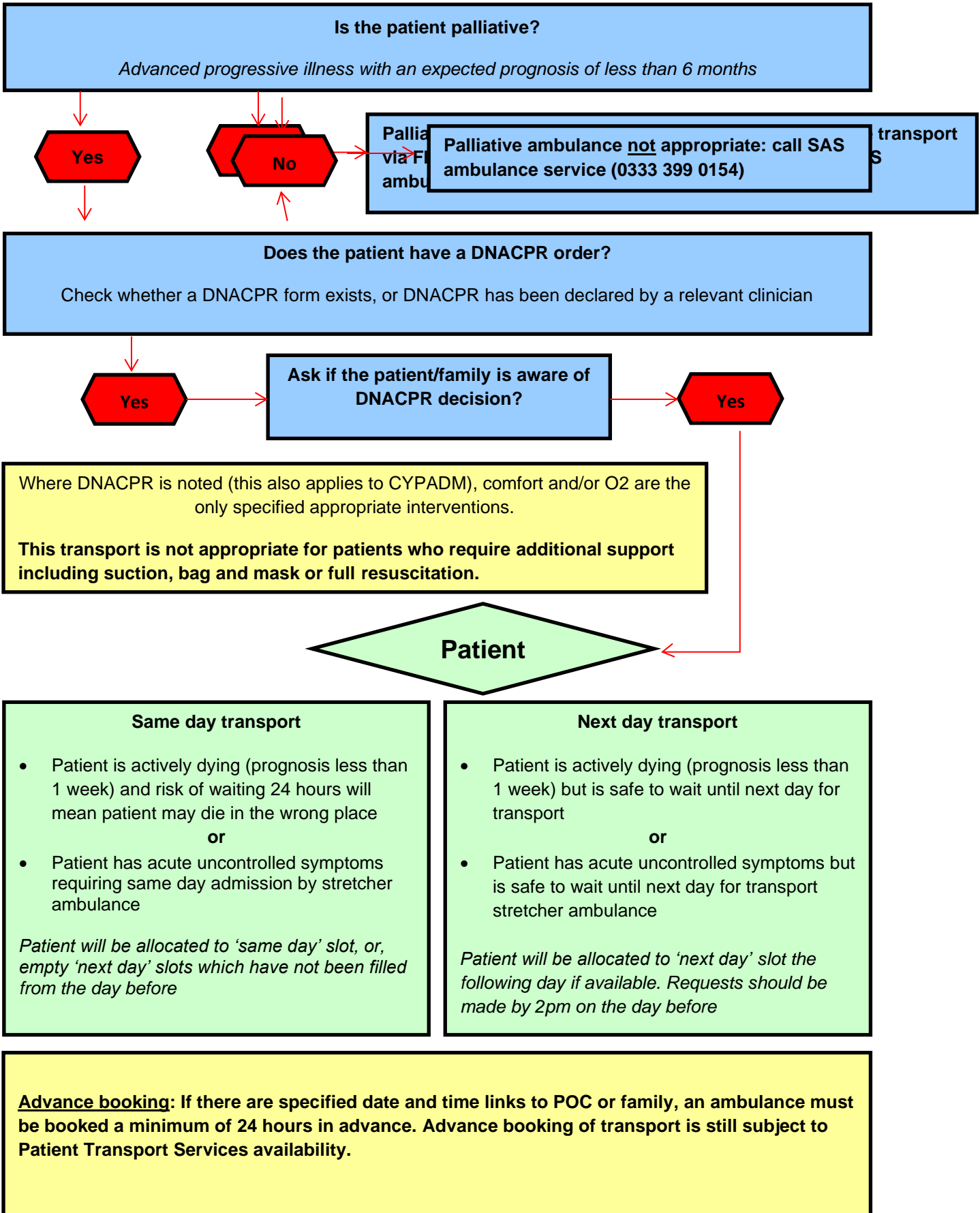


PROCESS FOR BOOKING AN AMBULANCE FOR PALLIATIVE PATIENTS v2

If a patient requires an emergency ambulance, call 999 OR if a patient requires a time specific (eg 1, 2 or 4 hr) ambulance, call SAS ambulance line 0333 399 0154



GUIDANCE FOR TRANSPORT FOR PALLIATIVE PATIENTS

- NHS Lothian transport for palliative patients is booked through the Flow Centre: **03000 13 4000 (option1, option 1 for bookings)**. The Flow Centre Coordinator will take the caller through a series of questions required for the booking as well as a Patient Needs Assessment.
- Palliative transport is available Monday to Friday from 9.30 – 3.30pm.
- An ambulance has up to 8 litres of oxygen but does not carry any resuscitation equipment. Comfort and/or O2 are the only specified appropriate interventions. Only patients who have a DNACPR (this also applies to CYPADM) in place and which has been communicated to patient and or family can be booked. This vehicle is not appropriate for patients who require support additional to the above including suction, bag and mask or full resuscitation.
- Ambulance transport for palliative patients who require 'same day' or 'next day' stretcher or wheelchair transfer to and from acute sites or hospices within Lothian. Transport is not available for journeys outwith Lothian with the exception of palliative children to Rachel or Robin House. It will not be used for out of area journeys for adult patients.
- Priority will be given to type 1 patients (prognosis less than 1 week) for admissions/transfers and discharges and, to patients who have acute/uncontrolled symptoms requiring same/next day admission.
- When an ambulance is collecting patients from hospital or hospice, it is imperative that discharge medication is ready. Failure to have the patient ready within 15 minutes of the ambulance crew arrival, will result in the journey being aborted.
- Palliative transport will **NOT** be used for routine attendance at clinic or treatment appointments.
- If there is no palliative ambulance capacity available or ambulance transport is not appropriate, the Flow Centre Coordinator will advise the caller accordingly to other transport options available.