



Ambulance Transfer Booking Guidance v1 (2020)

0300 330 0276

Do you need our clinical help right now to deliver an immediate life-saving intervention / or are you declaring an obstetric emergency?

Press 1 for yes or hold for an operator

For example:
Cardiac Arrest,
anaphylaxis, birth units
declaring obstetric
emergency, life
threatening asthma in an
UTC

Yes

Call processed as
emergency

Category 1

Mean response 7
minutes

Nearest resource will
be dispatched

No

Is there a need for an immediate intervention that cannot be carried out at the current facility and the patient is at immediate risk of death or life changing loss of a limb or sight?

For example:
Immediate
neurosurgery, PPCI,
Thrombectomy,
immediate limb or
lifesaving surgery

Yes

Category 2

Mean response 18
minutes

Closest emergency
ambulance
dispatched

No

Does the patient require additional clinical management upon arrival at the new facility?

For example:
Non immediate surgery,
Creating a critical care
bed, mental health
crisis.

Yes

Category 3

Response within 1
hour

No

Category 4

For example:

Urgent transport for ongoing care but do not need to be managed as an emergency transfer

Response within 4 hours