



## 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