

About the Ambulance Transport Service

We are the Scottish Ambulance Service.



This leaflet is about getting to hospital for an appointment if you cannot use other transport.

It is not about getting to hospital if you need care very quickly in an emergency.



In an emergency you need to call 999.

This leaflet tells you

- about our ambulance transport service
- how to use our ambulance transport service
- who can use our ambulance transport service
- how to find out more.



About our ambulance transport service



We can pick you up from your home and take you to hospital for things like

- your hospital appointment
- an operation you have planned.



Our transport service is an ambulance.



The ambulance has things that can help you get to hospital like

- machines to help you breathe
- ambulance support staff who can look after you on your way to hospital
- a bed so you can lie down if you need to.



Someone who supports you can come in the ambulance with you if you have learning difficulties.



You don't have to pay to use our ambulance transport service.

Who can use our ambulance transport service

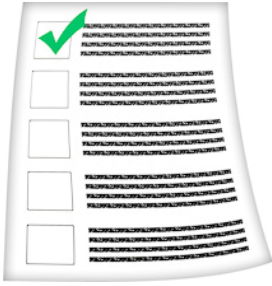


Our ambulance transport service is only for people who can't get to hospital in other ways.



Other ways of getting to hospital are things like

- a bus
- a taxi
- getting a lift with someone.



This means we will check if you need our ambulance transport service before you can use it.



We will ask you some questions to help us work out if you can get to hospital a different way.



You might want to ask someone to help you answer the questions. You could ask people like

- someone who supports you
- your carer if you have one
- someone in your family
- your doctor.



You can also ask these people to answer these questions for you if you want.



We will ask you about things like

- how you usually travel to places
- if you need help to walk
- if you need help from ambulance staff to move around.

For example you might need ambulance staff to help you sit down or stand up.



Please tell us if the questions we ask you are not easy to understand.



When we have asked you the questions, we will tell you if you are OK to use our ambulance transport service.



If you are not OK to use our ambulance transport service, we can tell you about other ways you can get to hospital.

How to use our ambulance transport service



To use our ambulance transport service, you need to call us.



Make sure you have your letter about your hospital appointment with you when you call us.

This will help you answer questions we ask you.



You can ask for our ambulance transport service 28 days before you need to go to hospital.

You can ask **less** than 28 days before your appointment as well.



It is a good idea to call us as soon as you can.



Then we have more time to sort your ambulance transport service out.



If you book our ambulance transport service and then you don't need it, please tell us.

Our phone number is 0800 389 1333.

How to call us



Our phone number is 0300 123 1236.

Or you can call us to use our **text relay**.



Text relay means using your phone to text instead of speaking.

The number you need to call is 18001 0300 123 1236.

How to find out more

You can find out more about our ambulance transport service on our website.



Our website address is
www.scottishambulance.com

Our website does not have easy words or pictures.



You can ask your doctor for more information as well.

If you want this information in other ways, like in a different language, you can

- call us. Our phone number is 0131 314 0000
- email us. Our email address is scotamb.communications@nhs.net