

Non-Emergency Patient Transport Service

Provided by E-zec Medical Transport from 1st April 2020



Changes to Patient Transport Service

The Herefordshire and Worcestershire Patient Transport Service is provided by E-zec Medical Transport Service and is contracted to transport patients who are registered with Herefordshire or Worcestershire CCG's.

The service is available for patients who have a medical need. All requests will be assessed against the national eligibility criteria. Patients may also be eligible to travel with an escort if they meet the set criteria.

Information for Staff

Patients will be responsible for booking their own transport for outpatient appointments, day procedures and regular treatments.

Hospital staff requesting transport for discharges and transfers should in the first instance use the on line system, as this allows you to track patients and book patients ready quickly and easily. Alternatively you can use the telephone number provided.

Please ensure patients are discharged with only their essential items and that family and friends have already taken their belongings home. Staff will only transport luggage and equipment that can be safely secured.

Booking Transport for Patients

Book online - <https://www.ptsbookings.co.uk/ptsonline/>

To gain access to the on line system please contact the PTS Operations Manager or local PTS Coordinator who will arrange a unique username, password and training for this system.

Book by telephone on 0300 0110017 The booking office is open between 8am - 8pm. When calling please make sure you have all the relevant patient information to complete the booking.

Please ensure that all other transport options have been exhausted before contacting the PTS Transport Service; only patients with a clinical need will be eligible for ambulance transport.



Same Day Discharges

We ask that discharges are pre-booked wherever possible, however we understand there will be some discharge requests on the day.

Please ensure that patients booked on the day of travel for a discharge or transfer are ready to leave the ward at the time on the booking.

Collection delays can result in a failed discharge.

Booking a Patient Ready

Patients must only be booked 'ready' for collection when they are ready to leave the ward and not before. Any delays will result in the patient not being transported. We aim to collect patients within 60 Minutes but staff will only wait for 10 minutes.

Patients Not Ready to Travel

Please note if a patient is not ready when our crew arrives, we can only wait a few minutes, so other patients are not delayed or left on the vehicle for longer than necessary. If they have to leave without the patient, the journey will be aborted and you will need to rebook.

Location

If a patient is moved from one area to another (e.g. ward to Discharge Area), please ensure you update the on line booking or contact the control on 0300 0110017. Failure to inform E-zec Medical of this move could result in the patient not being transported.

Mobility Codes

When booking transport please ensure the correct mobility code is given; this is to confirm we send the correct ambulance. Bookings with incorrect mobility types can result in a failed discharge or delay.

Code	Code	
CW	1 crew ambulance car.	
1PC	1 crew ambulance. A wheelchair will be available to transfer if required.	
2PC	2 crew ambulance. A wheelchair will be available to transfer if required. Equivalent to C3 as all vehicles carry a wheelchair.	
TIOC1	1 crew ambulance. Patient travels in own chair.	
TIOC2	2 crew ambulance. Patient travels in own chair.	
LWCH	Bariatric ambulance. A bariatric wheelchair will be available to transfer if required.	
STR	2 crew stretcher ambulance.	
BSTR	Bariatric stretcher ambulance.	
HDU	2 crew stretcher ambulance, with HDU qualified crew.	
Tick Box (Journey info)	4 crew ambulance. This is a tick box in the journey requirements. The vehicle will cater for the selected mobility i.e. TIOC1.	