**Patient Transport for Referral to Hospital**

**Is the patient a medical emergency?**
- No, continues to the next decision point.
- Yes, go to "Life threatening, critical situation".

**Is the patient near the end of life and ready to travel?**
- No, continues to the next decision point.
- Yes, go to "Book Palliative Care Transport (between 08:30-17:00) Tel: 0191 414 3144".

**Is the patient able to get to hospital on their own (public, own or friend transport)?**
- No, continues to the next decision point.
- Yes, go to "Routine (non-urgent) referral to hospital".

**Life threatening, critical situation**
- No, continues to the next decision point.
- Yes, go to "999 Emergency 8 minutes or 19 minutes".

**1 hour wait, non life threatening emergency**
- No, continues to the next decision point.
- Yes, go to "Patient requires a paramedic".

**Patient requires a paramedic**
- Yes, go to "Urgent referral but can wait 2 or 4 hours (no paramedic required)".
- No, go to "Book GP Urgent Transport with Paramedic Crew Tel: 0191 414 3144".

**Urgent referral but can wait 2 or 4 hours (no paramedic required)**
- No, continues to the next decision point.
- Yes, go to "Book GP Urgent Transport (no Paramedic Crew) Tel: 0191 414 3144".

**Note:**
Please do not tell the patient to ring 999 if an ambulance does not arrive as expected as the patient is in a queue for transport once you have booked using the appropriate number as shown in this chart. Patients should be informed about timescales and advised what action to take if the ambulance does not arrive.

If you are referring the patient through the Emergency Admissions Office (Bed Bureau) they will organise transport. The South Tees contact for this is: Tel: 01642 854 642

The North Tees (including Hartlepool) contact for this is: Tel: 01642 624 431

**999 Emergency 8 minutes or 19 minutes**
- No, continues to the next decision point.
- Yes, go to "Book GP Urgent Transport with Paramedic Crew Tel: 0191 414 3144".

**Provide patient with the Patient Transport Service number so they can organise their own transport Tel: 0345 045 0160**