

Booking Process for individuals wanting to request Palliative Care Transport

Ensure your request for palliative care transport meets the referral criteria

Ring NEAS on **0191 414 3144** between 08:30-17:00 Monday to Sunday and only when the patient is ready to travel

Upon your call being answered, state you are requesting **Palliative Care Transport**

Provide the following information to the NEAS Call Handler:

- Your name and contact details
- Patients full name
- Patients Date of Birth
- Patients NHS Number
- Location of Patient
- Destination of Patient
- Mobility of Patient

Inform the NEAS Call Handler if any of the following apply:

- Patient has a valid and current DNACPR in place, and if relatives are travelling with patient, whether they are aware of DNACPR decision
- If patient requires a Bariatric Ambulance
- If patient has a C Diff infection
- Patient is a vulnerable patient and will be accompanied by a relative or Registered Nurse/Health Care Assistant

To cancel a booking ring 0191 414 3144 (line open 24 hours a day for cancellations only)

Requests for same day transport must be made by 17:00