

# Are you eligible for ambulance transport?



Scottish Ambulance Services has introduced a new central booking service which allows patients to book their own ambulance transport.

You may be eligible for ambulance transport if you:

- ❖ Need the skills of an ambulance care assistant during your journey
- ❖ Have a clinical condition that means it would be harmful or detrimental to your medical condition to travel by public transport
- ❖ Have a condition that makes it difficult or undesirable to travel by any other means

If you think you qualify call the service on **0300 123 1236** **AT LEAST 3 days before** your appointment **BUT no sooner than 30 days in advance.**

**Lines are open 8.00 a.m. to 8.00 p.m. Monday to Saturday.**

If you require to cancel a hospital appointment/admission and have previously arranged ambulance transport please call the free phone cancellation number on **0800 389 1333**.

If your **clinic appointment/admission is cancelled by the hospital** and you require to re-book ambulance transport please call **0300 123 1236**.

## OPTIONS IF YOU DON'T QUALIFY FOR AMBULANCE TRANSPORT?

- ❖ **You can travel by Car** : remember there is free car parking at all acute hospitals (except Glasgow Royal Infirmary);
- ❖ **You can travel by public transport** : for transport information (including timetables, journey planners and routes) visit [www.travelinescotland.com](http://www.travelinescotland.com) or call **0871 200 2233**
- ❖ **You can claim travel costs** - you may be entitled to expenses if you receive :
  - Income Support
  - Income-based job seekers allowance
  - Income related Employment and Support Allowance
  - The Guarantee Credit part of Pension Credit
- ❖ **To claim travel costs** the clinic receptionist will direct you to the appropriate place – you should bring with you :
  - **your travel receipts**
  - **Appointment letter or card**
  - **Proof that you get one of the benefits that entitle you to travel expenses**