

# Birmingham, Sandwell and Solihull

## Non-emergency patient transport support levels



Emergency ambulance transport	Non-emergency patient transport	Non-emergency patient transport	Non-emergency patient transport	Taxi, community transport, private vehicle, public transport
<p><b>Category A</b></p> <p><b>Patients require active monitoring, management or intervention</b></p> <p>(Require management by emergency paramedic in an ambulance)</p> <ul style="list-style-type: none"> <li>• Serious or life threatening clinical conditions where there is a medical emergency</li> <li>• Patients may deteriorate during transportation</li> </ul>	<p><b>Category B</b></p> <p><b>Patients have been clinically assessed as at low risk of deterioration but, requiring on-going monitoring and/or active treatment or continuity of care</b></p> <p>(Specialist ambulance vehicle required with a higher ratio of staff, usually two or more, with at least one who has advanced emergency care assistant training)</p> <ul style="list-style-type: none"> <li>• Condition is not life threatening and not likely to become life threatening during transport</li> <li>• Patient requires observations and management required during transportation</li> <li>• High dependency patients</li> <li>• Patients require intravenous infusion</li> <li>• Patient requires transportation lying down on a stretcher</li> <li>• Patient requires specialist bariatric vehicle</li> <li>• Neonatal patient requires transfer using an incubator</li> <li>• Low risk mental health patients</li> </ul>	<p><b>Category C</b></p> <p><b>Patients require supervision and support but no active treatment required</b></p> <p>(Two staff required at least one of which will have advanced emergency care assistant training)</p> <ul style="list-style-type: none"> <li>• Condition is not life threatening and not likely to become life threatening during transport</li> <li>• Patient requires observations and management required during transportation</li> <li>• Patient requires home oxygen</li> <li>• Patient that is immobilised (including bed bound) requires lifting by two ambulance staff</li> <li>• Transfer between healthcare services where the patient requires no active treatment and but, requires more specialist vehicle or two or more staff</li> <li>• Wheelchair users who requires some assistance to and from vehicle and to and from actual point of destination</li> </ul>	<p><b>Category D</b></p> <p><b>Patients require supervision and support but no active treatment required</b></p> <p>(Requires 1 or 2 staff can travel by car C1)</p> <ul style="list-style-type: none"> <li>• Condition is not life threatening and not likely to become life threatening during transport</li> <li>• Eligible patient returning to place of residency following active treatment e.g. renal dialysis/ chemotherapy/surgery</li> <li>• Any other eligible patient where due to a medical need it would be unsafe for them to travel by private/community or public transport</li> <li>• Transfer between healthcare services where the patient requires no active treatment and is able to travel in C1 car</li> <li>• Wheelchair users who requires some assistance of only one person</li> </ul>	<p><b>Category E</b></p> <p><b>Patients require no supervision or active treatment and are able to self-care</b></p> <ul style="list-style-type: none"> <li>• Bookings and or provision of private hire taxis for patient use</li> <li>• Reimbursements of travel costs to eligible patients (Healthcare Travel costs scheme)</li> <li>• Booking and provision of community transport to patients</li> </ul> <p><b>Not eligible for NHS funded NEPT services</b></p> <p><b>NEPT Booking Office</b></p> <p><b>Provide advice and information for non-eligible patients;</b></p> <ul style="list-style-type: none"> <li>• Sign-post patients to community or public transport</li> <li>• Signpost patients to Healthcare Travel Costs Scheme</li> </ul>