



## **Auxiliary Medical Service**

### **Non-emergency Ambulance Transfer Service**

#### **Service Details**

The Auxiliary Medical Service provides a free, point-to-point non-emergency ambulance transfer service (NEATS) for members of the public with special medical care. The service operates from 0800 to 1700 hrs every day, transporting individuals between their residences and medical institutions, clinics or hospitals.

#### **Target Groups**

Service users must be assessed by healthcare professionals<sup>1</sup> or medical social workers, and confirmed to be unable to use other transportation means (including vehicle of elderly homes, Rehabus or taxi, etc.) due to any of the following conditions:

1. Being bed-ridden
2. Requires constant oxygen supply
3. Uses wheelchair or electric wheelchair
4. Lives in premises without direct lift access and having difficulty walking or requiring the use of walking aids.

#### **Service Guidelines**

The non-emergency ambulance transfer service primarily gives priority to the conveyance of members of the public between their residences and clinics under the Department of Health or Family Medicine Clinics / Family Medicine Integrated Centres of the Hospital Authority. Subject to resource availability, applications for hospital admission, discharge or inter-hospital transfer from other units or private hospitals within 14 days may also be accepted.

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<sup>1</sup> Healthcare professionals refer to individuals who possess professional medical qualifications, such as doctors, dentists, Chinese medicine practitioners, registered nurses, enrolled nurses, midwives, physiotherapists, radiotherapists, occupational therapists, speech therapists, prosthetists and orthotists, and audiology technicians.

### Application Method

Service users are required to submit their application and information through a healthcare professional or medical social worker at least two working days prior to the date of service via one of the following channels, and confirm receipt of the application at the AMS by calling 2567 3083:

- (1) Download the “Application Form for Non-Emergency Ambulance Transfer Service” (AMS 52) on the “Resource” page of the AMS website at [www.ams.gov.hk](http://www.ams.gov.hk), and return the completed form via fax (2886 5397 / 2886 6620) or email ([sscontrol@ams.gov.hk](mailto:sscontrol@ams.gov.hk)); or
- (2) Complete and submit the online form “Application for Non-Emergency Ambulance Transfer Service (NEATS)” (AMS 52) via the AMS website at [www.ams.gov.hk](http://www.ams.gov.hk).

### Enquiry

In case of any enquiry on service details, application method and reservation related to NEATS, please call 2567 0705.