



Auxiliary Medical Service

Non-emergency Ambulance Transfer Service

Introduction

The Auxiliary Medical Service provides point-to-point non-emergency ambulance transfer service (NEATS) between residences and medical institutions, clinics or hospitals for Hong Kong citizens with special medical care.

Fee

Hong Kong citizens can use NEATS for free.

Target Group

Persons applying for the above service are required to meet the following criteria:-

- (i) unable to use public transport out of the need to use stretcher, oxygen, wheelchair, walking aids, etc.; and
- (ii) eligible for using NEATS after assessment of medical professionals (Note 1) or registered social workers.

Application Method

Service users are required to make reservations via medical professionals or social workers. The reservation should be made at least 24 hours before using the service by calling 2567 3083. After successful reservation, the medical staff or registered social worker is required to submit the details of the transfer service on the same day via one of the following channels:

- (1) fax the completed Application Form for Non-Emergency Ambulance Transfer Service (AMS 52) to 2886 5397 or 2886 6620, or email the form to sscontrol@ams.gov.hk. The above form is available in the Resource Centre of our website www.ams.gov.hk; or
- (2) complete and submit an e-form on our website www.ams.gov.hk.

Enquiry

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

Note 1: Medical professionals refer to those possessing medical qualifications, such as doctors, dentists, registered nurses, enrolled nurses, midwives, physiotherapists, radiographers, occupational therapists, prosthetists, audiology technicians, etc.