



WORLD CLASS CARE

# **PATIENT TRANSFER** **SERVICE**



**WELLINGTON  
FREE AMBULANCE**  
*your ambulance service*

***“We will deliver  
New Zealand’s best  
Patient Transfer Service,  
using dedicated  
ambulances  
and clinically trained  
Officers.”***

***Alan O’Beirne  
Chief Executive***



## ***A Proud History***

The frustration of seeing an injured man lying on the road, with no ambulance available to help him, spurred Wellington Mayor Sir Charles Norwood to establish a free ambulance service.

Since that fateful day in 1927, Wellington Free Ambulance (WFA) has been the sole emergency ambulance provider for the people of greater Wellington. The wonderful history of Wellington Free Ambulance, and Sir Norwood’s spirit of supporting local communities, is still actively embodied through the service delivered every day from Peka Peka to Wellington City.

Each year WFA assists more than 51,000 people - an average of more than 140 people per day. These people receive free emergency ambulance care, just as Sir Norwood envisioned over 70 years ago.

An essential health care provider for the entire community, Wellington Free Ambulance is committed to providing the highest quality care in emergency medical and accident situations, pre-hospital care and patient transfer services.

Wellington Free Ambulance is the pre-eminent emergency ambulance provider in New Zealand. Now the service, with its roots in assisting those in need, has enhanced its service to provide an exemplary Patient Transfer Service.

Wellington Free Ambulance sees its Patient Transfer Service as a vital link in the chain of care.

## ***World Class Patient Transfer Services***

The Patient Transfer Service (PTS) is dedicated to the needs of transporting non-emergency patients.

Wellington Free Ambulance’s Patient Transfer Service patients benefit from a progressive service offering world class ambulance care. It is a totally integrated and seamless model from the initial contact through to the safe delivery of our patients. The Patient Transfer Service’s vehicles, staff and systems are industry best.

PTS offers:

- 24-hour communications booking centre
- Specialised transit lounge management
- Performance monitoring
- Automated vehicle tracking



**To book a patient transfer call 0800 4 AMBULANCE (0800 426 285)**



WORLD CLASS CARE

## World Class Care

Wellington Free Ambulance is focused on delivering New Zealand's best Patient Transfer Service.



NZS 8156

We were the first service to be awarded the new quality standard for the ambulance sector – 8156. This standard provides patients and care providers with a guarantee of service quality.

The service is also a member of ambulance New Zealand, and operates a registered charitable Trust.

## Committed to patient care

Our clinically trained patient transfer ambulance officers have a genuine and passionate concern for the wellbeing of their patients.

Crewing our modern fleet of ambulances, each of the Patient Transfer Service's officers strives to provide a safe and secure transfer environment.

Excellence in patient care is an integral part of Wellington Free Ambulance's values. We are committed to delivering a high quality, reliable and professional service.

Our model of ambulance care is benchmarked against operating standards from the very best providers around the world.

We are focused on serving the health community. We understand the needs of district health boards, medical centres, nursing homes and other specialised service providers that require timely, efficient and dependable patient transfer services.

All Wellington Free ambulance patients receive the very best in non-emergency ambulance care.

## A modern fleet

Wellington Free Ambulance operates a modern fleet of Mercedes Benz ambulances alongside the latest mobility vans and mobility cars. We have made a significant investment in ensuring our Patient Transfer Service is equipped to deliver.

The vehicles are purpose-built and specified for the safe transport of patients.

All Patient transfer ambulance officers receive advanced driver tuition and are certified to travel urgently if required.

The service operates on a 24-hours-a-day basis. All vehicles are equipped with appropriate emergency medical equipment.

Wellington Free Ambulance's Patient Transfer Service is a well-resourced service, focused on ensuring patient care is never compromised.

## Transit Lounge Co-ordination

Wellington Free Ambulance can offer specialised hospital transit lounge ambulance co-ordination services.

Our staff have experience in co-ordinating transit lounges and are skilled in assisting hospitals and care facilities in bed management and patient transfer services.

# Patient Transfer Service

## Logistics

The primary function of the Patient Transfer Service is to manage non-urgent transfers including ambulance-based inter-hospital transfers, hospital discharges, private hospital and outpatient transfers and hospice transfers and discharges.

Our service also extends to:

- Specialised Mobility Vans
- Specialised Mobility Cars
- High Dependency Units (HDU)
- Specialised Air Transfers



### **Specialised Mobility Vans**

Wellington Free Ambulance operates a fleet of specialised wheel chair mobility vans. These vehicles are crewed by pre hospital care clinically trained staff and are specified with hydraulic tail lifts. All mobility vans are equipped with their own wheelchairs.



### **Specialised Mobility Cars**

Wellington Free Ambulance operates a fleet of specialised mobility cars. These vehicles are crewed by pre hospital care clinically trained staff and are specified with a high hip point for easy entry and egress.



### **Specialised Air Transfers**

The service operates a dedicated air transfer service. The specially designed ambulance is located at Wellington International Airport and has full security clearance to operate on the tarmac.

The ambulance is crewed by clinically trained officers, is equipped to carry air support crew and can operate under urgent priority one conditions.



### **High Dependency Unit**

We provide a high intensity ambulance with clinically trained paramedic crews to transport patients that require a higher level of medical care.

All HDU ambulances are equipped to frontline emergency ambulance standard, and when required can upgrade to urgent, priority one status.



*“Being professional and caring are the key attributes of our PTS officers – delivering the patient safely is only a part of the operation.”*



## **An Effective Booking System**

Central Emergency Communications Ltd (CECL) is the emergency ambulance communications centre for the lower North Island, and is operated in partnership with St John Ambulance.

CECL manages all patient transfer service bookings and operates on a 24-hours-a-day, seven-days-a-week basis.

CECL employs the latest booking technology and allows real time tracking of transfers, timing and ambulance locations.

All vehicles are equipped with satellite tracking technology.

# PTS Fleet Directory

DIAL 111

## Emergency Ambulance Service



ALS/ILS



Oxygen



Suction Unit



Monitor Defibrillator



Stretcher x 1



Number of Seats x 3



No Wheelchairs

## Ambulance High Dependency Unit



ILS BLS



Oxygen



Suction Unit



Monitor Defibrillator



Stretcher x 1



Number of seats x 3



No Wheelchairs

## Ambulance Tail Lift Capability

Patient Transfer Service



BLS



Oxygen



Suction Unit



AED Defibrillator



Stretcher x 2



Number of Seats x 4



No Wheelchairs

## Mobility Van

Patient Transfer Service



BLS/FR



AED Defibrillator



Advanced First Aid Kit



Number of Seats x 4



Wheelchairs x1

## Mobility Car

Patient Transfer Service



BLS/FR



AED Defibrillator



Advanced First Aid Kit



Number of Seats x 3



No Wheelchairs

**ALS** Advanced Life Support is an invasive advanced level of pre-hospital care. This includes advanced cardiac rhythm and 12 lead ECG interpretation, manual defibrillation, pacing, cardio version thrombolysis. Advanced respiratory and airway support including endotracheal intubation, cricothyrotomy and needle thoracostomy. Comprehensive pre-hospital pharmacology regime.

**ILS** Intermediate Life Support is an invasive intermediate level of pre-hospital care. This includes cardiac rhythm interpretation, acquiring 12 lead ECG's manual defibrillation, cannulation, fluid administration and a limited drug regime including opiate pain relief.

**BLS** Basic Life Support is a generally non-invasive basic level of pre-hospital care. This includes basic cardiac rhythm interpretation, AED, oxygen therapy, splinting and immobilisation and limited non-intravenous drug regimes. Some BLS staff are trained in cannulation and are able to administer fluid and IV dextrose.

**BLS/FR** Basic Life Support – First Responder staff are trained in the fundamentals of pre-hospital emergency care. This includes Basic Life Support Skills, CPR, AED, oxygen therapy, haemorrhage control and care skills.

# Making a booking with the Patient Transfer Service

## Patient Criteria

For Non Emergency road ambulance transfers the patient must meet at least one of the following criteria:

- Requires special positioning (e.g. prone, semi-prone)
- Requires monitoring in transit
- Requires medical intervention during transit (e.g. oxygen, airway care, IV therapy)
- Is unable to use other transport (e.g. private car, taxi, disability vehicle) due to a mental or physical condition not covered by the above (e.g. physical access egress issues)

## Transport Selection

To help identify the most suitable transport for your patient please refer to the Transport Selection Chart. You will see from this chart the various types of vehicles in use by Wellington Free Ambulance. To make the choice of transport easier we have used symbols to depict the level of clinical care and equipment carried on each type of vehicle.

## Assessment

A thorough assessment of the patient's circumstances will make the choice of transport easier. Important considerations when making a booking are:

- Wellington Free Ambulance Patient Transfer Service operates between the hours of 0700 – 0000hrs Monday to Friday and 0800 – 2100hrs Saturday and Sunday. We encourage you to book all routine transfers during these hours.
- Emergency vehicles should only be requested where their specialist equipment or clinical expertise are required. Patient Transfer vehicles are equipped with Lights and Sirens and all staff are qualified to drive Priority One (using lights and sirens)
- The general mobility of the patient and the type of assistance they may require to get to the vehicle and then get on it. Remember not all patients need to be transported by stretcher, but must be able to climb 2 steps.
- Equipment and escorts to be transported with the patient. Space and storage is very limited on our vehicles and some ambulances are not designed to accommodate such equipment safely. The health and safety of all our passengers and staff are paramount.
- Any information about a patient that suggests travelling with other patients may be a problem e.g. the patient is infectious or they are being treated in isolation.

## Accompanying Subsidised Residents

It is the residential care facilities responsibility to:

- Use your best endeavours to ensure that Subsidised Residents are accompanied to such appointments by an appropriate relative or friend; or
- If a relative or friend is not available, provide staff to accompany subsidised residents to appointments with the provider's clauses D20.1 (a) to D20.1 (h) of the Age Related Residential Care Services agreement, and any other appointments for which the subsidised resident reasonably requires an accompanying person.

## The Booking

All bookings must be made with as much advanced notice as possible to allow us to deploy our resources efficiently, and ensure we are able to provide a well planned timely service.

## Information Required For Booking

The following information is required for all bookings:

- Referrer Authorisation Number/Debtor Number
- patients name
- date of pickup
- pickup location
- requested pickup time
- appointment time (if applicable)
- number of escorts
- destination location
- name and title of the person making the booking
- patient is considered infectious (treated in isolation)
- compatibility to travel with other patients
- ACC number if applicable
- special equipment to be transported e.g.walking frame
- mobility of the patient
- NHI number
- return booking details if applicable
- ambulance type required
- special circumstances or difficulties that our staff may encounter either at the patients home location or in reaching it and any extra resources that will be required to complete the transport e.g. extra resources for lifting heavy patients.

## Routine Bookings for Non Emergency Patient Transfer

The preferred method of booking a non emergency patient transfer is via fax. A Wellington Free Ambulance fax form will be supplied. Forward the ambulance fax form to: Ambulance Liaison Officer on fax: **04 385 5443**. This will automatically divert to the Communications Centre after hours.

**Or**

Call the Communications Centre directly on **0800 262 665**.

### Acute Transfers

Patients who have been assessed by a health professional and require ongoing treatment and/or transport to an Emergency Department or DHB Medical Assessment Unit (MAU) but are not immediately life threatening must be booked via phone to the Communications Centre on **0800 262 665**. All referrals from health professionals where the patient has had an acute presentation or worsening of a chronic condition that will require clinical intervention en-route will be transported by an Emergency Ambulance.

### Life Threatening Transfers

For emergency time critical or life threatening transfers requiring an immediate response:

**CALL 111 AND ASK FOR AN AMBULANCE**

### Cancellation of a Booking

Please notify us immediately of any cancellations by calling the Central Emergency Communications Centre on **0800 262 665**.

### General Enquiries

**Office hours 0800 – 1630** - Contact the Ambulance Liaison Officer on **04 806 0048** or **027 262 9621**.

After Hours – Call the communication centre on **0800 262 665**.

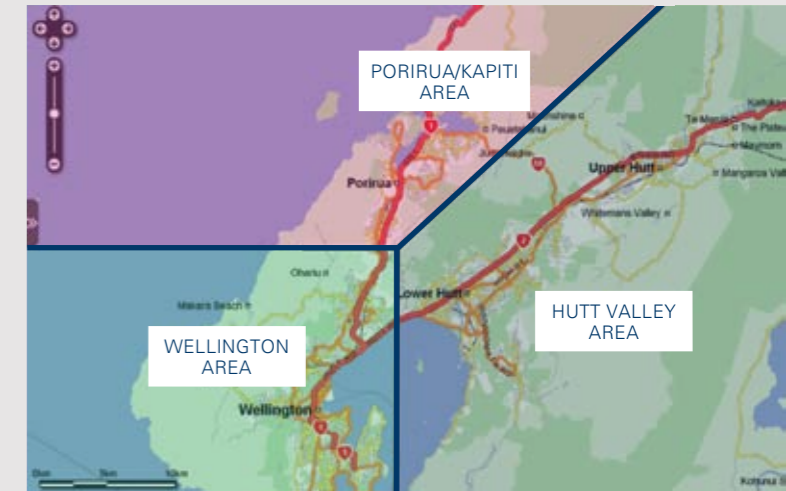
### Transport Selection Enquiries

If after consulting this document and the PTS Fleet Directory, you are in any doubt, contact the Ambulance Liaison Officer on **04 806 0048** or **027 262 962**.

**Office hours 8am – 4.30pm.**

After Hours – Contact the on-duty Team Manager Operations on **04 498 0982**.

We will be pleased to assist you.



## Billing Areas

**These rates apply to residential care facilities. Rates may vary or change without notice. Please phone the Ambulance Liaison Officer on 04 806 0048 to confirm prices.**

**Ambulance From One Area to Another  
\$119.00 excl GST (\$122.63 Incl GST)**

**Ambulance Within One Area:  
\$99.00 excl GST (\$111.37 Incl GST)**

**Mobility Car/Van/  
\$2.50 + GST per km.  
(any Wellington area)**



***For general enquiries (Headquarters):***

Phone: (04) 499 9909

Fax: (04) 499 3777

***Postal Address (Headquarters):***

Wellington Free Ambulance, PO Box 601, WELLINGTON

***Physical Address (Headquarters):***

19 Davis Street, Thorndon, WELLINGTON