

What is the NHS Travel Costs Scheme?

If you travel to hospital by other forms of transport, you may be entitled to get help with your costs.

- You may be able to claim financial help if you receive certain benefits, or can demonstrate you are on a low income
- You can claim back this money up to three months after your appointment
- You must keep any tickets and receipts as proof of your travel costs

More information is available at www.scotland.gov.uk/healthcosts or call 0845 850 1166 (calls charged at local rates)

What other transport options or support is there in my area?

Please read the leaflet inserted or you can call Traveline Scotland on 0871 200 22 33, www.travelinescotland.com

Alternatively our call centre staff may be able to help.

This leaflet is available in different languages, larger print, audio tape or another format of your choice.

To request a copy please contact us, scotamb.communications@nhs.net or call 0131 314 0000



For more information about booking ambulance transport go to www.scottishambulance.com

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The Scottish Ambulance Service
Information for patients who need ambulance transport to attend healthcare appointments

NEW BOOKING LINE FOR PATIENTS



NHS
SCOTLAND



The Scottish Ambulance Service provides ambulances to patients who need support to reach their healthcare appointments, due to their medical or mobility needs.

Ambulance transport is available for patients who:

- require assistance from skilled ambulance staff
- have a medical condition that would prevent them from travelling to hospital by any other means

- have a medical condition that might put them at risk from harm if they were to travel independently
- have mobility difficulties that require the assistance of ambulance care staff
- are attending hospital for treatment that might have side effects and require ambulance care on the return journey

How can I request ambulance transport?

To request an ambulance, call the Scottish Ambulance Service Booking Line.



BOOKING LINE:
0300 123 1236
OR



TEXT RELAY:
18001-0300 123 1236

for patients who may be deaf, hard of hearing or speech impaired

Calls will be charged at local rates for mobiles and landlines

Please call as soon as you are notified about your appointment at a hospital or clinic.

CANCELLATION NUMBER

If you need to cancel a journey which has been booked, please call 0800 389 1333 (Freephone from landlines)

Can I be accompanied by my carer?

There are circumstances when you may be accompanied by a carer or escort:

- If you are under 16 years old
- If you have learning difficulties
- If you require more specialist personal support from a carer due to your medical condition or a mental health condition