

Is your transport booking for our Patient Transport or Secure Mental Health Transport service?

Do you need Secure Mental Health Transport?

- Is your patient detained under MHA?
- Is your patient informal but a harm to themselves or others?
- Does your patient require secure transport to attend a hospital appointment or for section 17 Leave due to being detained under the MHA?
- Is your patient detained under the MHA with mobility issues?

For all other transport requirements please call for Non-Emergency Patient Transport on 0300 777 4444

Patient transport will be booked with following necessary information required to transport the patient safely:

- NHS Number
- Date of Birth
- GP Details
- Mobility requirements
- Unique Cost Centre number
- Secure Mental Health Risk Assessment

Patient transport will be booked with the following information required:

- Eligibility
- NHS Number
- Date of Birth
- GP Details
- Mobility requirements

Secure Mental Health Risk Assessment Information

- Is person detained under MH Act 1983?
- Is person informal?
- Is person dependant on drugs or alcohol?
- Is person aware of transfer?
- Is person at risk of absconding or AWOL?
- Is person level of risk of violence?
- Is person at suspected risk of suicide or self-harm?
- Is person requiring 1;1 Observations?
- Is there an Observation & Engagement Care Plan?
- Is bathroom privacy a risk?
- Is person involved in violent/racial incident within the past 72 hours
- Is there a requirement for HCA, RMHN or RLDN?

**EMED Patient Care
0300 777 4444**
For the control centre process and to book NEPTS

If any Patient Care journeys require assistance and or escalation, please refer to the Patient Care Escalation
On Call Manager **0300 777 0077**
PLEASE NOTE: Make sure you follow the Escalation process before contacting the On Call Manager.

**EMED Safe Care
0300 777 4477**
Control process and book Patient journey requirements

Should any Safe Care journey require assistance and or escalation please refer to the Safe Care Escalation
On Call Manager **0300 011 0175**
PLEASE NOTE: Ensure you follow the Escalation process before contacting the On Call Manager