



Patient Transport Service

The Patient Transport Service (PTS) is the non-emergency transport section of the Ambulance Service of New South Wales.



For all medical emergencies dial Triple Zero (000) immediately and ask for Ambulance

ROLE OF PATIENT TRANSPORT OFFICERS

The role of the Patient Transport Officer (PTO) is to transport patients whose primary requirement is transportation and whose condition is of a non-life threatening nature.

Transporting these patients using the PTS allows front line ambulance crews to be available to respond to potential life threatening medical and/or trauma incidents in a more effective and timely manner. The introduction of the PTS also allows for all routine patients to be transported in a more timely and effective manner.

TRAINING FOR PATIENT TRANSPORT OFFICERS

PTOs undertake a four-week inservice training program leading to a Certificate 2 Pre-Hospital Care qualification. PTOs are trained to the level of Basic Ambulance First Aid and have advanced resuscitation skills. This provides them with the skills required to transport nonemergency patients.

VEHICLES USED BY THE PATIENT TRANSPORT SERVICE

The vehicles used by the PTS are Ford Transit models configured to take two stretcher patients and two walking patients. These vehicles have green and white striping to differentiate them from an emergency ambulance, which has red and white striping. As the PTS is designed to transport non-emergency patients these vehicles are not equipped to the same levels as an emergency ambulance.

HOW CAN THE PUBLIC ACCESS THE PTS?

Members of the public cannot make a booking directly with the Ambulance Service as the PTS is available only to those people who are medically unfit to travel by public transport or other means.

If you require transport to a medical appointment, day surgery or for a hospital discharge your doctor may arrange transport by the PTS. In the Sydney region, patient transport officers transport approximately 180 patients per day, Monday to Friday.

For further information please contact: