

Ambulance Services in Hong Kong

In general, there are two types of ambulance service in Hong Kong, namely Emergency Ambulance Service (EAS) and Non-Emergency Ambulance Transfer Service (NEATS). EAS is provided for persons whose conditions require immediate pre-hospital treatment and transfer to a hospital for prompt medical attention, whereas the NEATS is provided for patients who require transport service to / from medical institution. The ambulance services are provided by the following government and non-government organizations:

- (1) Hong Kong Fire Services Department;
- (2) Auxiliary Medical Services;
- (3) Hospital Authority; and
- (4) St. John Ambulance Association.

The scope of service and how to make a call

Hong Kong Fire Services Department

The Fire Services Department provides EAS to residents within the territory, including outlying islands. In case a person, having an emergency or injury, is unable to seek medical attention on his own, he can call the 999 Hotline or the Fire Services Communication Centre (the Centre) at 2735 3355 for EAS. If circumstances permit and his condition is not too serious, such as having rash or itching skin caused by sunburn, he should go to a hospital by other means. To enable the staff at the Centre to deploy ambulances more efficiently, a caller should provide the following information after the line has been connected:

1. What has happened (e.g. someone faints, sustains injuries or is ill);
2. Detailed location of the incident;
3. Brief description of the patient's condition (e.g. age, sex, history, symptoms, signs, seriousness of injury, number of people involved, etc);
4. Contact telephone number.



Auxiliary Medical Services

The Auxiliary Medical Service (AMS) provides a free NEATS to the public of the HKSAR. The main target clients are those who need medical care and attention at the out-patient clinics of Hospital Authority (HA) or as referred by private hospitals.

Such service of AMS is available from Monday to Sunday (including Public Holidays) as from 0800 to 1800 hours. It covers Hong Kong Island, Kowloon, New Territories and Lantau Island, etc.

An applicant should complete an Application Form (AMS 52) which should be endorsed by authorized clinical staff of the clinics / hospitals of HA or private hospitals. All application form should be faxed (2866 5397) to the Non-Emergency Ambulance Transfer Service Office of the AMS (Control Room, 12/F, Eastern Magistrates' Court) at least one working day in advance and then confirmed by phone. For further details, please contact AMS through their service enquiry hot-line at 2567 0705.



Hospital Authority

The HA's NEATS is mainly to provide point-to-point transport service for geriatric day hospital patients, discharged patients (in-patients or patients who have received treatment at Accident and Emergency Departments) and specialist out-patient clinic patients between their homes and public hospitals or specialist out-patient clinics. The target clients of NEATS are mainly those mobility-handicapped patients who are unable to use bus, taxi and Rehabus services.

Patients have to meet the HA's established criteria and guidelines for NEATS in order to receive the services. These patients include stretcher-bound patients, wheelchair-bound patients who live in places not accessible by lift, aged patients who live alone and have to rely on walking aid, mentally or sensorily (e.g. eyesight) impaired patients who are not escorted by friends or relatives on discharge from hospital.

Patients in need of such service may make their requests direct to the clinical staff at the clinics or hospitals they attend. Providing that the patients can meet the criteria for the service, the clinical staff will make a NEATS booking for them through a dedicated computer booking system when making arrangement for their next follow-up consultation appointments.



Hong Kong St. John Ambulance

Hong Kong St. John Ambulance Brigade (St. John Ambulance) provides Hong Kong citizens with free ambulance services. Ambulances of the St. John Ambulance are deployed at the three ambulance depots at Hong Kong Island, Kowloon and New Territories for providing a 24-hour emergency ambulance service. In addition, they also provide on-site standby ambulance service for major sports events and horse racing, etc.

Other than the above free services, St. John Ambulance also provides NEATS at a charge for patients of private hospitals from home to hospital or hospital to home. The charge per call is HK\$300 (on single trip basis, tunnel toll not included). No cross-boundary transfer service will be provided. Application of the service should be made at least one working day in advance through the concerned private hospitals. The service is available from 0900 to 1700 hours from Monday to Friday. As the St. John Ambulance will give priority to EAS and due to limited number of ambulances on call, NEATS will only be available at non-rush hours.

The emergency number is 1878 000.

Address of St. John Ambulance Depots:
Hong Kong 2 Tai Hang Road, Causeway Bay
Kowloon 10 Princess Margaret Road, Kowloon
New Territories 28 Tin Ping Road, Sheung Shui

