

Aged >16 | Critical Care needed or likely to be needed | Transfer required

Call 0333 016 9859

www.transfer-eastofengland.nhs.uk

Emergency & Urgent

(Emergency = Specialist treatment <4hrs Urgent = <12hrs)

08:00 – 22:00

Call then complete online [referapatient](#)

Duty Transfer Team to contact referring hospital within 5 minutes to confirm availability and arrangements

Team Available

Transfer Team undertake transfer

Team Unavailable

Transfer Team advise hospital of options

22:00 – 08:00

Use East of England Ambulance Service (EEAST)

Referring hospital to provide own medical team and equipment

Non-urgent

Specialist treatment <48hrs

Online [referapatient](#)

Duty Transfer Team to contact referring hospital within 60 minutes (or by 08:30 for overnight referrals) to confirm availability and arrangements

0333 016 9859

add-tr.eoe.transfer@nhs.net

24/7 Telephone line 0333 016 9859

08:00 – 22:00

Option1

Callers enter call back number for
Duty Team

Option 2

Talk directly to Clinical Director

Call unanswered

Call routes to alternative Clinical Director

22:00 – 08:00

Message

*“The Transfer Team is unavailable.
If you would like to book a non-urgent
transfer, please go to
www.transfer-eastofengland.nhs.uk
to make an online referral.*

*If you would like to speak to the Ambulance
Service to book an ambulance for an urgent
transfer, press 1 if you refer from Essex,
press 2 if you live in Norfolk / Suffolk /
Cambridge or press 3 if you live in Herts /
Beds”*