



Ground ambulance request to foreign patients in connection with ambulance flight covered by insurance. 2024

Request

Requests should be placed with the AMK-center (the emergency dispatch center) in Tromsø, telephone + 48 64 89 75 03. All requests must be made at least 24 hours before the mission is planned. In addition, a confirmation of the request and billing address must be sent by e-mail to: insurancetransport@unn.no

Patient information

The following information must be given to AMK-center.

- The patient's name and date of birth
- Brief medical status
- Current hospital, department and name and phone to contact person.

The ambulance request must contain

- The desired time for transport including estimated time of arrival of the transferal team
- The number of medical personnel desired for the ground transport from hospital to airport
- Contact point with the consignor (name and phonenumber)

Please note that the medical personnel must arrange their own transport from aircraft to hospital. This also applies to relatives and non-medical attendants, and to luggage. Consignor is responsible for coordinating and booking transport for non-medical personnel and luggage. Settlement of such transport should be made directly with the actual carrier.

The responsibility of the UNN will be to arrange transport of patients from hospitals to **the nearest airport**. Please note that the preferred time for transports is between 8:00 and 20:00 ("primary time"). See difference in transport fee below.

Where do we arrange transports

- From the UNN Tromsø, only to Tromsø Airport Langnes. 7 km, approximately 10 minutes transport time.
- From the UNN Harstad, only to Harstad/Narvik Airport, Evenes. 50 km, approximately 50 minutes transport time.
- From the UNN Narvik, only to Harstad/Narvik Airport, Evenes. 60 km, approximately 50 minutes transport time.
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Transport to Bardufoss Airport separate procedures, contact the AMK-center in Tromsø.

How do we perform the transport

We use ground ambulances staffed with two paramedics from the hospital where the patients have been admitted. The patient will be transported on an ambulance stretcher between the hospital and the airport, and the patient will be transferred to the aircraft's stretcher at the airport. Only our own ambulance stretchers are certified for use in the



ground ambulance units. Maximum two medical attendants, in addition to the patient, may be transported in the ambulance.

Ground ambulance transport costs:

- UNN Tromsø to Tromsø Airport Langnes:
Price: 6000 NOK during primary time. Else: 9000 NOK.
- UNN Harstad to Harstad/Narvik Airport, Evenes:
Price: 9250 NOK during primary time. Else: 12000 NOK.
- UNN Narvik to Harstad/Narvik Airport, Evenes:
Price: 9250 NOK during primary time. Else: 12000 NOK.

Prices are based on missions without any delays. Delays caused by the customer will be charged additional 3000,- NOK per hour started.