

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

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.

