



## Request of ground ambulance for foreign patients in connection with ambulance flight covered by insurance 2026

### Request

Request are to be placed with the emergency dispatch center (AMK) in Tromsø by phone + 47 64 89 75 03. Request must be placed at least 24 hours prior to the mission. In addition, a confirmation of the request and billing address must be sent by e-mail to: [insurancetransport@unn.no](mailto:insurancetransport@unn.no)

### Patient information

The following information must be given to the AMK center:

- Patients name and date of birth.
- A brief medical status with justification for the necessity of ground ambulance
- Delivering hospital and department.
- Contact person at delivering department.

### The Ambulance request must contain

- Desired time for transportation
- Number of medical personnel desired for transportations from the hospital
- Contact point with consignor

For each individual case The AMK central will consider the patients necessity for ground ambulance, if deemed redundant, the consignor will have to acquire different transportation.

*In cases of preparation of patients pre transportation, we do not coordinate transportation for accompanying personnel from aircraft to hospital. This includes relatives and non-medical attendants and luggage. The consignor will be responsible for coordination and acquiring transportation for relatives, non-medical attendants and luggage.*

### Our responsibility

- Transportation of patients in need of horizontal transportation or medical treatment during transportation to/from aircraft.
- Transportation of patients from hospital to the nearest airport.
- Transportation during the timespan kl 8-20 (primary time).



### **Not our responsibility**

- Transportation of patients on stretcher to scheduled flight.
  - Patients with a scheduled flight are themselves responsible to get through security with necessary help from the airline's handling company
- Transport of patients who have the option of other transport such as taxi.
- Transportation of luggage exceeding 1 carry-on suitcase.

### **Where do we arrange transportation?**

UNN Tromsø, only to Tromsø Airport Langnes. 7 km, approximately 10 minutes transport time.

UNN Harstad, only to Harstad/Narvik Airport, Evenes. 50 km, approximately 50 minutes transport time.

UNN Narvik, only to Harstad/Narvik Airport, Evenes. 60 km, approximately 50 minutes transport time

### **How do we perform the transportation?**

The ground ambulance staffed with 2 paramedics from the admitted patient's hospital use a stretcher to move the patient between hospital and airport, the patient is moved to the aircraft's stretcher when arriving at the ambulance flight. The ground ambulance has room for 2 medical attendants in addition to the patient.

### **Transportation cost**

UNN Tromsø to Tromsø Airport, Langnes: 8000 NOK. Outside primary time: 11000 NOK.

UNN Harstad to Harstad/Narvik airport, Evenes: 12000 NOK. Outside primary time: 15000 NOK.

UNN Narvik to Harstad/Narvik airport, Evenes: 12000 NOK. Outside primary time: 15000 NOK.

Prices are based on missions without delay. Delays caused by the patient/consignor will be charged with additional 6000 NOK per hour started.