



MyGuide 5

Ambulance transport

When we use the word 'you', we mean the participant in the National Injury Insurance Scheme, Queensland.

When we use the words 'us', 'our' or 'we', we mean the National Injury Insurance Agency. This includes your Support Planner.

We will usually pay for ambulance transport if it is 'necessary and reasonable'. To understand how we decide this, read [MyGuide 1: what we pay for](#) (PDF, 193KB). You can download this and other MyGuides from [our website](#). Or ask your Support Planner for a printed version.

This MyGuide is a simple form of the [Ambulance transportation guideline](#) (PDF, 251KB), which is part of the [Treatment, care and support guidelines](#) (PDF, 1.7MB).

What we mean by ambulance transport

Ambulance transport means non-emergency transport provided by a state or territory emergency service outside of Queensland.



How we decide what we pay for

We will pay for ambulance transport if we think it is necessary and reasonable. This means it:

- is related to your accident
- benefits you
- is the only option for transport
- is for a defined period or number of trips.

We will normally need information from medical experts about:

- why you need ambulance transport
- your other medical conditions
- how much the transport will cost.

Read more about what we mean by 'necessary and reasonable' in [MyGuide 1: what we pay for](#) (PDF, 193KB).

What we pay for

If we think ambulance transport is necessary and reasonable we will pay for:

- non-emergency care and transport
- specialised transport
- transport between hospitals
- a patient transport service.

We need to approve your ambulance transport before you use the service.


What we do not pay for

We are not required to pay for ambulance transport that:

- is not related to your accident
- should be provided by Queensland Health
- should be provided by Queensland Ambulance Service.

Contact us

The MyGuide series is a simple version of the [Treatment, care and support guidelines](#) (PDF, 1.7MB). For more information, contact your Support Planner or the NIISQ Agency.

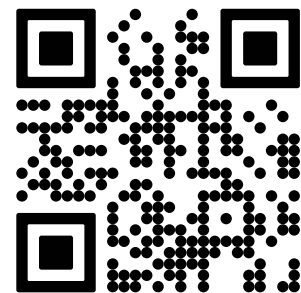
 **Telephone 1300 607 566** and we will call you back.

If you prefer to talk to us in your own language, call us and we will arrange an interpreter to effectively communicate with you.

If you are d/Deaf, hard of hearing, or have a speech communication difficulty, contact us through the National Relay Service. Choose your access option ([information here](#)) and provide 1300 607 566 when asked by the relay officer.

 **Email** enquiries@niis.qld.gov.au

Visit niis.qld.gov.au
or scan the QR code



If you're in an emergency, please call 000.

We're not a first response medical provider.

The information provided in the *Treatment, care and support guidelines* is intended to provide general guidance. The guidelines are not legal advice. Please refer to the *National Injury Insurance Scheme (Queensland) Act 2016* and *National Injury Insurance Scheme (Queensland) Regulation 2016* for more details about the National Injury Insurance Scheme, Queensland. It is intended that the guidelines will be modified and updated over time as the NIISQ develops.