

Before a taxi is ordered, the person requesting the taxi must have obtained authorisation from the approved authorising manager.

To minimise costs, staff authorising the taxi booking must ensure that the criteria described in section 5. Where the request does not adhere to the stated criteria, the Flow Centre staff will either book an alternative mode of transport or sign post the caller to an alternative. Further guidance is available in the Flow Centre's current Guidance for Transport Requirements [hyperlink to be added]

The Flow Centre may organise taxis to be shared where possible. Someone booking a non-urgent journey may be asked to delay or advance their journey by a reasonable time so that they may be able to share a taxi.

All taxi requests must be made via the Flow Centre on 03000 134 000 24 hours per day.

When a taxi is requested, the following information must be supplied:

- Full name and contact number of the person making the booking
- Name of the department/ward and hospital making the booking
- Cost Centre Number
- Full name of the person for whom the taxi is ordered, and reason for booking e.g. specimen collection
- Date and time for pick up
- Pick up location
- Delivery Destination
- Name of Authorising Manager

In addition, for the transport of patients:

- The patient's full name and CHI number
- Whether the patient is travelling with a DNAR form
- The patient's infection status
- The patient's mobility
- The patient's weight
- Whether the patient is travelling with an escort
- Taxi type required

A request will not be processed unless all the above information is available. In the event that the information is not available and there would be a detriment to patient safety the booking can be taken by the Flow Centre and costed against a generic cost code, where this can then be investigated and passed on the appropriate management team.

Cancellation of a Taxi Booking

Should a taxi no longer be required, staff must ensure that the booking is cancelled through the Flow Centre as soon as possible prior to the journey time. The Board will be charged by the taxi company for wasted journeys.