



澳門紅十字會
Cruz Vermelha de Macau

愛心護送

Application Form

☐ Ambulance

☐ Transfer Bus

Name : (Chinese) _____

(English) _____

Date of Birth : _____

Age : _____ Sex : _____

ID card No. : _____

Tel : (Home) _____

(Mobile) _____

Address : _____

Emergency Contact : _____

Relationship with Applicant : _____

Contact Person Tel : _____

Address : _____

First Pick up Date : _____

Time : _____

Pick up Place : _____

Mobility status : ☐ Bedridden ☐ Wheelchair ☐ Assisted

Reason : _____

Applicant Signature : _____

Date : _____

(Personal Informationa for Medical Transfer Service Only)

(Accept photocopy forms)

Notice to Users

By using this service, you agree to all requirements and must follow staff instructions during service.

- 1.Booking Inquiries: Please call **2896 3176** during office hours from Monday to Friday.
- 2.Advance Booking: Advance booking is required for this non-emergency service, with reservations for the following month opening on the 21st of each month.
- 3.Booking Deadline: Bookings must be completed at least **3** working days prior to the service date (excluding the service date itself and public holidays).
- 4.Pickup Notification: Pickup times will be notified by phone on the morning of the preceding working day. If unnotified, please call to inquire.
- 5.Driving Route: Shared rides follow optimal routes, but traffic conditions may cause slight delays.
- 6.Punctuality: Arrive at the pickup location 5–10 minutes early. Latecomers will not be accommodated. Actual arrival times depend on traffic.
- 7.Cabin Etiquette: Please keep the vehicle clean. Smoking is strictly prohibited. If you feel unwell, please ask staff for a vomit bag.
- 8.Health Declaration: Inform us in advance if you have a fever (38°C or above) for appropriate arrangements.
- 9.Seatbelts: All passengers must wear seatbelts.
- 10.Wheelchair & Luggage Rules:
 - i. Wheelchair Requirements: Users must provide their own sturdy, operational wheelchair equipped with a non-elastic side-release safety belt. Wheelchairs exceeding specifications will not be accepted. Macau Red Cross reserves the right of final approval.
 - ◆Size Limit: Length $\leq$ 100 cm, width $\leq$ 66 cm.
 - ◆Weight Limit: Total weight (user + wheelchair) $\leq$ 150 kg.
 - ii. Luggage Limit: One small carry-on bag (e.g., handbag or backpack) per person. Items must not occupy seats or block aisles.
- 11.Cancellation: Notify us as early as possible to allow vehicle re-allocation for others in need.
- 12.Continuous Assessment: Service categories may be adjusted based on changes in the user's health or mobility.
- 13.Liability Disclaimer: Macau Red Cross is not liable for any accidents occurring while users are not actively using the service.
- 14.Weather Emergency: Service is suspended under Typhoon Signal No. 8 or above. During Rainstorm Warnings, service remains active, but delays may occur. See emergency guidelines for details.
- 15.Facility Damage: Users must compensate for any damage to vehicles or equipment caused by personal reasons or improper use.
- 16.In-Vehicle Audio and Video Monitoring: To ensure driving safety and service quality, our vehicles are equipped with audio and video recording equipment. Continuous video and audio recording will take place during operating hours, and all related data will be kept strictly confidential.

< Macau Red Cross Reserves the Right of Final Interpretation >

I have acknowledged and agreed to the above content,

Applicant's Signature: _____

Date: _____

Ambulance Service User Guide

- ◆ Service Hours: Monday to Friday (No service on Saturdays, Sundays, and Public Holidays).
- ◆ Pick-up Location: Residence of the service user.
- ◆ Accompanying Person: Ambulance service users must be accompanied by a capable caregiver throughout the service.
- ◆ Return Transfer: After completing treatment and arriving at the waiting location, please call the hotline 6683 3869 to request your return transfer. Return pick-ups are arranged sequentially based on daily operational capacity without fixed schedules. Please wait patiently.

 **If return transfer is not required due to hospitalization or other reasons, please call the Macau Red Cross during office hours to cancel.**

Medical Transfer Service User Guide

- ◆ Service Hours: Monday to Saturday (No service on Sundays and Public Holidays).
- ◆ Pick-up Location: Bus stop near the residence.
- ◆ Accompanying Person: Wheelchair users or individuals unable to care for themselves must be accompanied by a capable caregiver throughout the service.
- ◆ Return Transfer: After your consultation, please wait at the waiting location. Refer to the table below for schedule details. The Macau Red Cross may adjust arrangements based on actual needs. Please refer to the latest notification.

Consultation Location	Waiting Location	Return Notification & Schedule Arrangement (If Fixed Schedules — No Call needed)
Conde S. Januário Hospital (CHCSJ)	Inpatient Lobby Wheelchair Waiting Area	Fixed Schedules for CHCSJ (<i>no call needed</i>), after consultation, please wait in the waiting location. • Mon to Fri (<i>Fixed</i>): 11:15, 12:15, 13:30, 16:45, 17:30 (<i>final service</i>) • Sat (<i>Fixed</i>): 11:15, 12:15, 13:30, 16:45 (<i>final service</i>)
Macau Union Hospital	Main Entrance of Macau Union Hospital	• Mon to Fri (<i>Before 12:15</i>): No fixed schedule, call required • Mon to Fri (<i>Fixed</i>): 14:00, 16:30 • Mon to Fri (<i>Final service Call required</i>): 17:30 • Sat (<i>No fixed</i>): after consultation call required, final service at 16:45
Kiang Wu Hospital	Kiang Wu Dr. Sun Yat-Sen Statue	• Mon to Sat (Before 12:15): No fixed schedule, call required • Mon to Sat (<i>Fixed</i>): 13:30, 16:30, 17:00, 17:30 (<i>final service</i>)
Health Centers and Others	Health Centers waiting location	There are no fixed schedules for Health Centers and other locations, please call after your consultation. • Mon to Fri: final service at 17:30 • Sat: final service at 16:45

 **Return Transfer Hotline: 6683 3869**

 **If the final service is missed, return transfer must be arranged independently.**