



Charity No. 2985

## FACT SHEET 12

### Torreveija Office:

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Telephone: 965 704 282 (24 Hr.)

### San Miguel Centre:

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Providing support and information to the English speaking community from Pilar along the coast through Torreveija to La Marina Urb. and inland to Orihuela and Albatera

## AMBULANCES IN SPAIN

There are two types of ambulances used in Spain.

- a) Private ambulances contracted by **INSALUD**.
- b) Public ambulances called **SAMU** (Dial 112)

Private ambulance companies are listed in the telephone directory or yellow pages. The local health surgery and the police will have the numbers of the SAMU and also of the private ambulances. If neither the police or a surgery can be contacted in emergency, dial 112 for the multilingual emergency services.

1. **Contracted Private Ambulances:** This service is available throughout each province but the companies will differ. Ambulances will only have a driver and in some cases, but not all, oxygen. These ambulances are not used in emergencies as a voucher is required from the doctor. Only patients who are physically incapable of going to hospital by any other transport will be given a voucher, which has to be stamped by the provincial inspectorate so it takes some time to get one. Private health care insurance may cover the cost of a private ambulance, alternatively it is possible for a patient to pay for one. INSALUD patients with no vouchers (volantes) from a GP have to pay.
2. **SAMU - (Dial 112)** In emergencies it is best to call the SAMU ambulance, which is better equipped, free of charge and has one or two volunteers. Members of the family or friends who accompany a patient to hospital in the ambulance will have to make their own way home.

The hospital **San Jamie** in Torreveija have their own Mobile Intensive Care Unit (UVI Mobile but it is private). The deceased (except those who die on the way to or from hospital) will not be transported in ambulances – funeral directors have to do this.

The following steps have to be taken to get an ambulance contracted by INSALUD to take a patient for treatment to a hospital.

- a) When an ambulance is needed for patients (including those on oxygen) who are physically incapable of going to hospital for treatment or therapy (i.e. chemotherapy, physiotherapy or rehabilitation) by other means of transport, a voucher (volante) has to be made out on request and can be obtained from your local doctor .
- b) Ring the private ambulance and let them know the date of the appointment. They will pick up patients and people who accompany them, take them to and bring them back from hospital. The telephone number for this service is **96 536 7147**.

### INSALUD

Orihuela 965 305 151  
Torreveija 965 711 818

**SAMU** 112 or 965 144 000