

Booking patient transport, step by step

This guide walks you through using the MedExpress booking system for the first time — from the email invitation to your first completed booking. It takes about five minutes, and each step has a picture of exactly what you'll see.

Before you worry — three things to know.

- **You cannot break anything.** Nothing is sent until you press the final Submit button, and you check everything on one page before that.
- **Your work saves itself.** If you close the page halfway through a booking, everything you typed is still there when you come back.
- **There is always a human.** Stuck at any point? Phone the MedExpress office on **07889 104867** and they'll fill the form in with you.

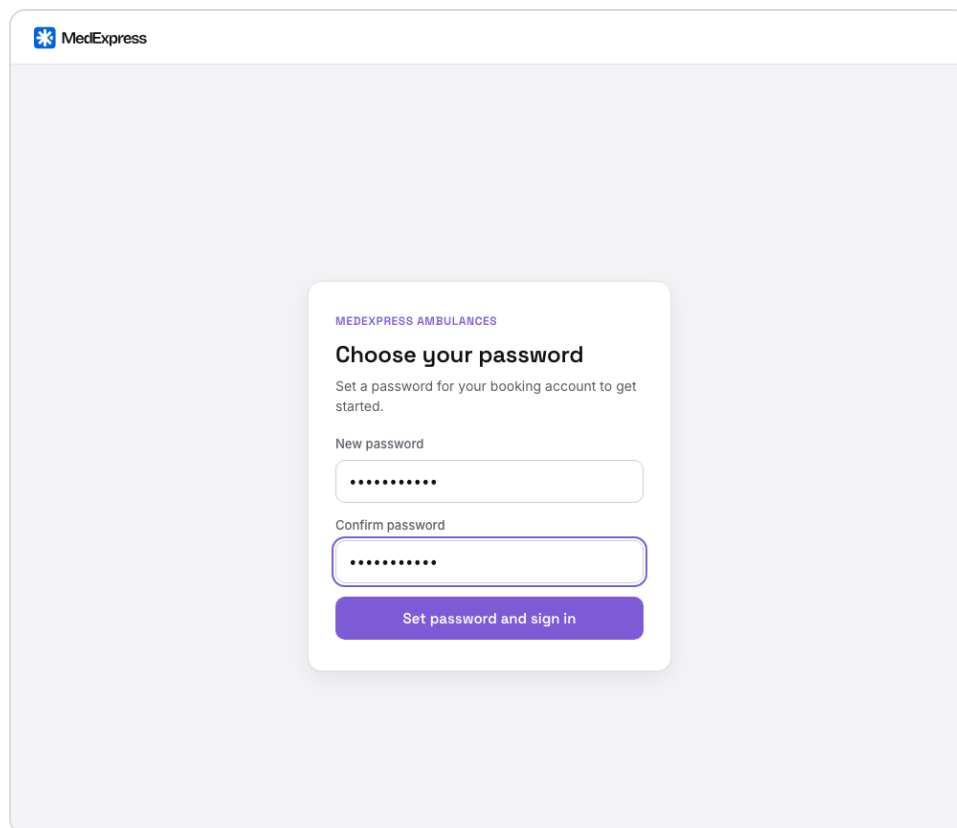
1 Your invitation email

MedExpress sets up your account for you — there's no form to register. You'll receive an email with the subject “**Set up your MedExpress booking account**”. Open it and click the **Choose your password** link.

The link works once and lasts 7 days. If it has expired or the email never arrived, just ring the office — they'll send a fresh one while you're on the phone.

2 Choose your password

The link opens this page. Type a password of your choosing into both boxes — at least 8 characters. Then press **Set password and sign in**. That's your account done: you'll be signed in straight away.

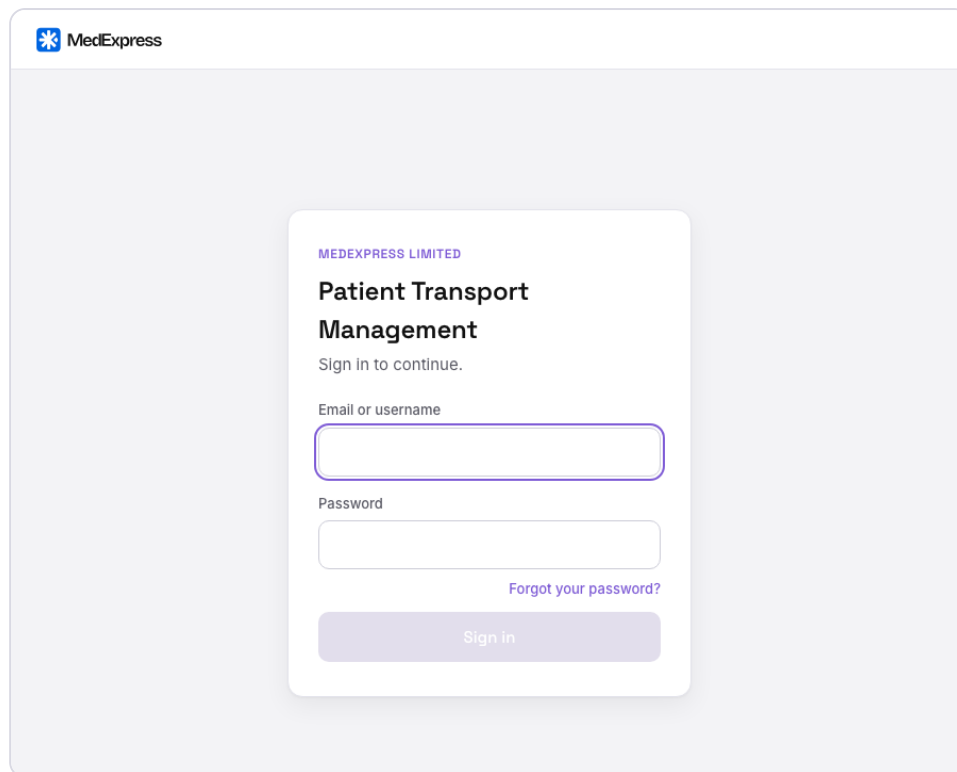


The screenshot shows a web browser window with the MedExpress logo in the top left corner. The main content area is a light gray rectangle. In the center is a white card with a purple border. At the top of the card is the text 'MEDEXPRESS AMBULANCES' in purple. Below this is the heading 'Choose your password' in bold black text. Under the heading is the instruction 'Set a password for your booking account to get started.' in a smaller font. There are two password input fields: the first is labeled 'New password' and the second is labeled 'Confirm password'. Both fields contain eight dots representing masked characters. Below the second field is a purple button with the text 'Set password and sign in' in white.

Keep your password private, and don't worry about forgetting it — there's a reset link on the sign-in page.

3 Signing in next time

From now on, go to the booking site and sign in with your **work email address** and the password you chose.



The image shows a web browser window displaying the MedExpress login page. At the top left, there is a MedExpress logo. The main content area is a light gray rectangle. In the center, there is a white rounded rectangle containing the login form. The form has the following elements: a purple asterisk logo followed by 'MedExpress' in small text; 'MEDEXPRESS LIMITED' in small purple text; 'Patient Transport Management' in bold black text; 'Sign in to continue.' in small gray text; a label 'Email or username' above a white input box with a purple border; a label 'Password' above a white input box; a link 'Forgot your password?' in small purple text; and a purple 'Sign in' button.

Forgotten your password? No need to call anyone — click **“Forgot your password?”** under the password box and a reset link is emailed to you.

4 The booking form

After signing in you land straight on the booking form. The panel at the top lists the few things worth having to hand before you start — the patient's NHS or RiO number, the ward names and postcodes, and your ward's budget code.

 MedExpress

MEDEXPRESS AMBULANCES

SettingsSign out

Patient Transport Request

Complete the form below to request a patient transport.

Before you start

It helps to have these to hand:

- The patient's full name and NHS or RiO number
- The ward names, addresses and postcodes for pick-up and drop-off
- The date and time the patient needs to travel
- Your ward's budget code or the name of someone who will know it

Stuck at any point? Call or email the MedExpress office and they'll fill the form in with you — nothing you type here can break anything.

- 07889 104867
- bookings@medexpressambulances.co.uk

Patient details

Patient name * The full name of the patient who is travelling.	NHS/RiO number * Example NHS998877001 or RiO220091 NHS or RiO, then the numbers — it's on the patient record.
Date of birth * dd/mm/yyyy  As shown on the patient record.	Mobility requirements Select... 

5 Filling it in

Work down the form one box at a time. Every box has a short grey hint underneath explaining what goes in it. As you complete each box a **green tick** appears — that's the form telling you it's happy.

Patient details

Patient name * ✓ John Smith The full name of the patient who is travelling.	NHS/RiO number * ✓ NHS998877001 NHS or RiO, then the numbers — it's on the patient record.
Date of birth * ✓ 22/03/1958 As shown on the patient record.	Mobility requirements ✓ Wheelchair

If a box needs attention, a short note appears *underneath that box* telling you exactly what to change. Nothing you've typed is ever lost.

Your own details (name, job title, ward, phone, budget code) are remembered — from your second booking onwards they're already filled in.

Check your answers

When you press **Check and continue**, you get one calm page showing everything you've entered — **nothing has been sent yet**. Spotted a mistake? Press **Change** next to that section, fix it, and come back. When it all looks right, press **Submit transport request** at the bottom.

Drop-off location

[Change](#)

Ward Outpatients

Address City Clinic, 2 Clinic Road

Postcode B45 6EF

Current risk

[Change](#)

Risks None

Your details

[Change](#)

Name Sam Taylor

Job title Ward Clerk

Ward / department Rose Ward

Hospital / clinic St Mary's Hospital

Telephone number 0121 496 0000

Budget code ROSE-12

Special instructions

[Change](#)

Instructions None

[Go back](#)[Submit transport request](#)

7 Done — your reference number

That's it. The green tick screen confirms MedExpress has your request, and shows your **booking reference** (it looks like **MED123**). A confirmation email lands in your inbox too, so you don't need to write anything down.



Transport request submitted

All done — the MedExpress team can now see your request and will arrange the transport. Quote your reference if you contact them with any questions.

Reference	MED1906
Submitted	Sat, 1 Aug 2026, 17:25

[Submit another request](#)

Quote that reference if you ring the office with any questions about the journey. To book another patient, press **Submit another request**.

Need a hand at any point?

Phone the MedExpress office: **07889 104867**

Email: bookings@medexpressambulances.co.uk

They can fill in the whole form with you over the phone — no question is too small.