



Road Based Inter Hospital Patient Transport Services Policy

1. Purpose

The purpose of this Policy is to ensure Health Service Providers are aware of and use appropriately the mandatory arrangements in place for the purchase of all road based Inter Hospital Patient Transport (IHPT) services in Western Australia.

This Policy supports several contracts that the State of Western Australia has in place. These contracts ensure that the Western Australian community has access to emergency, high acuity and non-emergency road based IHPT services that are safe, effective, efficient, understood, and value-for-money.

This Policy is a mandatory requirement under the *Purchasing and Resource Allocation Policy Framework* pursuant to section 26(2) (a) of the *Health Services Act 2016*.

This Policy supersedes OD 0614/15 *Mandatory providers of road based inter hospital patient transport services for Department of Health Hospital Sites and Nursing Posts*.

2. Applicability

This includes North Metropolitan Health Service, South Metropolitan Health Service, East Metropolitan Health Service, Child and Adolescent Health Service and WA Country Health Service.

3. Policy Requirements

Health Service Providers, to which this Policy applies must purchase road-based patient transport through Contracts HCNS 120214 (*Non-Emergency Inter Hospital Patient Transport in metropolitan Perth*) and C06423 (*Services Agreement between the State of Western Australia and St John Ambulance WA Ltd*).

All hospitals transferring patients must ensure that they maintain appropriate records to verify the cost associated with the service.

3.1 Mandatory Providers for WA Country Health Service

WA Country Health Service must purchase, for each of the hospitals it controls and manages, all emergency and non-emergency road based IHPT services from St John Ambulance WA Ltd. A 'fee for service' for these services is applicable and must be met by the WA Country Health Service hospital from which the patient is being transferred. A

hospital may utilise another provider only on an occasion where St John Ambulance declines to provide the Service.

3.2 Non-Emergency Road Based Inter Hospital Patient Transport Services

The North Metropolitan Health Service, South Metropolitan Health Service, East Metropolitan Health Service and Child and Adolescent Health Service must purchase, for each of the hospitals that the Health Service Provider controls and manages, all non-emergency road based IHPT services for low and medium acuity patients directly from any of the listed panel members within HCNS120214.

This requirement does not apply to Fiona Stanley Hospital and the Rottnest Island Nursing Post.

3.3 High Acuity Road Based Inter Hospital Patient Transport Services

All high acuity road based inter-hospital patient transport services must be purchased from St John Ambulance under C06423. A 'fee for service' for these services is applicable and must be met by the hospital from which the patient is being transferred.

4. Compliance Monitoring

Health Service Providers are responsible for ensuring compliance with this Policy.

The System Manager will collate data provided by road based patient transport service providers through monthly, quarterly and annual reporting tracking contractual KPI data to monitor Health Service Providers' compliance with the Policy and to measure the effectiveness of the Policy in achieving expected outcomes. The System Manager may also audit Health Service Providers' compliance against the Policy requirements.

5. Related Documents

The following documents are mandatory pursuant to this Policy:

- [Contract HCNS 120214 \(Non-Emergency Inter Hospital Patient Transport in metropolitan Perth\)](#)
- [Service Agreement C06423 \(Services Agreement between the State of Western Australia and St John Ambulance WA Ltd\)](#)

6. Supporting Information

The following information is not mandatory but informs and/or supports the implementation of this Policy:

- N/A

7. Definitions

The following definition(s) are relevant to this Policy.

Term	Definition
Hospital	Pursuant to section 8(4) of the <i>Health Services Act 2016</i> , hospital means – a) premises where medical, surgical or dental treatment or nursing care, is provided for ill or injured persons and at

	<p>which overnight accommodation may be provided; and</p> <p>b) a day hospital facility; and</p> <p>c) a nursing post.</p>
Low-acuity self-caring non-emergency patient	<p>A patient is defined as a low-acuity self-caring non-emergency patient if all of the following criteria apply:</p> <ul style="list-style-type: none"> • the patient must be assessed by appropriate DoH or HSP staff as being reasonably expected to be physically and behaviourally stable for the duration of the transport • the patient may: <ul style="list-style-type: none"> ○ require a low level of supervision ○ be unable to travel in a normal seated position and require recumbent or semi-recumbent position ○ require oxygen during transport ○ have impaired cognitive function ○ be unable to travel more than a few steps unaided and may require a walker, walker assist and/or hoist • the patient must not: <ul style="list-style-type: none"> ○ have an injury or illness that may require active treatment ○ have had an acute onset of symptoms requiring assessment or treatment prior to transport ○ have emergency symptoms or recent signs of onset ○ be receiving intravenous therapy or have an intravenous cannula ○ have a condition that is time critical or is likely to become time critical during transport.
Medium-acuity non-emergency patient	<p>A patient is defined as a medium-acuity non-emergency patient if all of the following criteria apply:</p> <ul style="list-style-type: none"> • the patient must be assessed by appropriate DoH or HSP staff as being reasonably expected to be hemodynamically and behaviourally stable for the duration of the transport • the patient must not: <ul style="list-style-type: none"> ○ have had an acute onset of symptoms requiring assessment or treatment prior to transport ○ have emergency symptoms or recent signs of onset, ○ have a condition that is time-critical or is likely to become time-critical during transport • the patient may: <ul style="list-style-type: none"> ○ have impaired cognitive function requiring ongoing supervision and management) ○ be dependent on oxygen ○ require monitoring such as: <ul style="list-style-type: none"> ▪ cardiac monitoring ▪ observation and monitoring of an intravenous infusion ▪ care of an intercostal catheter or central venous catheter ▪ care in relation to a recent fracture of the spinal column (without spinal cord injury) ▪ care in relation to being on home ventilation ▪ care due to neurological injury ▪ behavioural observation or monitoring.

No longer applicable 26 March 2024.

High-acuity non-emergency patient	A patient is defined as a high-acuity non-emergency patient if neither of the above acuity apply.
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8. Policy Contact

Enquiries relating to this Policy may be directed to:

Title: Purchasing and Contracting Unit

Directorate: Purchasing and System Performance

Email: RoyalSt.ContractManagementStrategic@health.wa.gov.au

9. Document Control

Version	Published date	Effective from	Review date	Effective to	Amendment(s)
MP0085/18	6 June 2018	6 June 2018	June 2019	29 May 2019	Original version
MP0085/18 v.1.1	29 May 2019	29 May 2019	June 2021	June 2021	Minor Amendment – fixed broken links.
MP0085/18 v.2.0	12 July 2021	12 July 2021	July 2024		Major amendment, details below.
<ul style="list-style-type: none"> • Policy transitioned to the current Policy template. • Definition for medium Acuity amended to clarify criteria. • Update Policy contact. 					

10. Approval

Initial approval	Dr David Russell-Weisz, Director General, Department of Health 28 May 2018
Current version approved	Rob Anderson, Assistant Director General, Purchasing and System Performance, Department of Health 5 July 2021

**No longer applicable.
Rescinded 26 March 2024.**

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