

Non-Emergency Patient Transport Private NEPT Service Provider

The *Ambulance Service (Non-emergency Patient Transport) Regulations 2019* (the NEPT Regulations) commenced on 1 December 2019.

The *Ambulance Service (Non-emergency Patient Transport) Regulations* introduced regulation of private non-emergency patient transport (NEPT). This will standardise patient assessment by referring facilities and ensure NEPT providers maintain minimum standards of patient care. Patient assessment and care provided during NEPT must be recorded using standard, Secretary approved forms.

An NEPT service provider cannot use an alternative patient care form to the Secretary approved Form 10B. This is because Form 10B, together with the Patient Assessment Record (Form 10A) comprise the standard, Secretary approved 'Patient Care Record'. This 'Patient Care Record' is used for incident reports and audits. A copy of the complete 'Patient Care Record' should be kept by your facility.

Note that an NEPT service may use its own form in addition to Form 10B, for additional records of patient care above and beyond what is provided on Form 10B.

Referring Health Facility Responsibility - Patient Assessment Record Form 10A

The referring facility must complete a clinical assessment of a prospective NEPT patient and document the findings on the Patient Assessment Record (Form 10A). This will formally document the patient's suitability for NEPT. Only patients who are assessed as low or medium acuity, and who are stable, can be transported by NEPT.

The referring facility must provide two copies of the completed Patient Assessment Record (Form 10A) to the private NEPT service on clinical handover.

- Please note that a private NEPT service crew must not accept an NEPT patient, unless the NEPT service has been provided with the completed Patient Assessment Record (Form 10A).
- An NEPT crew must refuse a patient for NEPT if they do not meet the conditions for transport, or if they reasonably believe that the patient is not (or is no longer) suitable for NEPT, for example, if the patient condition has deteriorated.

Private NEPT Responsibility – Patient Care Record Form (Form 10B)

Private NEPT Services must complete the Patient Care Record (Form 10B), at the time of clinical handover from the referring facility. The Patient Care Record (Form 10B) must be completed and provided, along with Form 10A, as part of clinical handover to the receiving facility.

Form 10B provides evidence that patient care, observations and/or monitoring was undertaken and records any breaks in the care continuum that occurred during the NEPT transport.

Patient Return Trips

If a patient is transported from a referring health service facility for an appointment at an intermediary facility (return trip) and the patient's condition is unchanged for the return transport, the original Patient Assessment Record (Form 10A) will be provided to the return NEPT crew on clinical handover. The NEPT service should only commence a new Patient Care Record (Form 10B) if there has been a change in crew.

- Clinical handover for the return trip must include a note on the new Form 10B indicating that the patient's condition is unchanged from the original patient assessment.
- If patient condition has changed and emergency transport is required, Ambulance Tasmania emergency services must be called on 000 and NEPT must not be used.

NEPT Patient Handover_Copies of Forms 10A and 10B must be provided to a receiving health service facility on clinical handover.

- If the patient's condition has deteriorated, the receiving service will be Ambulance Tasmania emergency services.
- Forms 10A and 10B are provided in triplicate and duplicate for ease of clinical handover.

Purchasing

The Department of Health will invoice and post an initial bound book with 50 duplicate sets of Form 10B to NEPT providers.

Ongoing orders

Further books of forms can be ordered by contacting Foot and Playsted by email:
adam@footandplaysted.com.au

Please note: Regulation 35 of the *Ambulance Service (Non-emergency Patient Transport) Regulations* states: 'the licensee of an NEPT Service must comply with all relevant provisions of the Act at his or her own expense'.

Education

Educational materials on the new NEPT provisions are provided on the NEPT webpage,
<https://www.health.tas.gov.au/nept> for staff training purposes.

Applicable NEPT legislation

The licensing scheme for NEPT is contained in Part IIIA of the *Ambulance Service Act 1982* (the Act), the *Ambulance Service (Non-Emergency Patient Transport) Regulations 2019* and licensing standards and conditions.

Questions can be directed to the Department of Health, Regulation Unit on 03 6166 3856 or via
nept@health.tas.gov.au.

Approved by Manager, Regulation, Licensing and Accreditation Unit, on behalf of the Secretary of the Department of Health, July 2024.