

Non-Emergency Patient Transport (NEPT) Referring or Receiving Health Service Facility

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 2019* 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.

Please note that a private NEPT service crew must not accept an NEPT patient unless a completed Patient Assessment Record (Form I0A) has been provided.

Form I0A must be used whenever a patient is being assessed for NEPT, even if Ambulance Tasmania is initially contacted for NEPT, as private NEPT may still be used.

Referring Health Facility Responsibility

The referring facility must complete a clinical assessment of a prospective NEPT patient and document the findings on the Patient Assessment Record (Form I0A). 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.

- Form I0A must be completed by a registered nurse, registered paramedic or medical practitioner employed by the referring facility. The Form must then be endorsed by a medical practitioner or the most senior registered nurse employed by and available at the health service facility.
- Two copies of Form I0A must be provided to the NEPT service on clinical handover.
- Please note an NEPT crew must not accept a patient for NEPT if they do not meet the conditions for transport, or if the crew reasonably believes that the patient is not (or is no longer) suitable for NEPT, for example, if patient condition has deteriorated since the Form I0A was completed.

The health service facility must keep a copy of completed Form I0A Patient Assessment Record preferably with the patient's clinical record.

NEPT Patient Handover from another Health Facility

A Health service facility receiving an NEPT patient must be provided with a completed copy of the Patient Assessment Record (Form I0A) attached to a Patient Care Record (Form I0B – which was completed by the NEPT Crew) on patient handover. Together these form the official standard, Secretary approved NEPT 'Patient Care Record' required by the *Ambulance Service (Non-Emergency Patient Transport) Regulations 2019*.

A copy must be kept by the health facility preferably in the patient's clinical record.

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) must 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.

Purchasing

The Department of Health will invoice and post initial books of Form 10A (Triplicate sets - 100 pack) to health service facilities.

Ongoing Orders

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

- Form 10A: packs of 100 sets in triplicate

Education

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

Questions can be directed to the Department of Health, Regulation and Licensing 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.