

Effective: 15 September 2009

TITLE: PATIENT ASSISTED TRAVEL SCHEME POLICY

1. BACKGROUND

The Patient Assisted Travel Scheme (PATS) is funded by the State Government through the Department of Health and administered by the WA Country Health Service (WACHS). PATS provides assistance to permanent residents of a WACHS region to access the nearest eligible medical specialist services.

This policy describes the eligibility criteria and responsibilities of WACHS staff and recipients of the PATS assistance. The PATS is an intrastate scheme. However, assistance will be provided for travel to another state if the referral is to the nearest specialist and all other PATS criteria are met. This primarily affects localities in the Kimberley and Goldfields where the closest specialist may be in Darwin, Alice Springs or Adelaide.

The PATS provides assistance for a single trip to a treatment centre for a period not greater than six months.

2. POLICY

WACHS is to provide assistance to eligible permanent residents of a WACHS region and their approved escorts who are required to travel a minimum distance to access the nearest eligible medical specialist services (including a Telehealth enabled service).

2.1 Eligibility Criteria (person)

2.1.1 Residency

The applicant is to be a permanent resident of a WACHS region.

However, the following persons are not eligible to apply:

A permanent resident of a WACHS region who is travelling, or has travelled, to the treatment centre for another purpose and, subsequently requires specialist medical treatment.

A permanent resident of a WACHS region who is eligible to claim travel or accommodation subsidy under another scheme e.g. DVA, Workers' Compensation or MVIT.

A student boarding (for the purpose of attending an educational institution), when they are sick and residing in the town of the treatment centre.



Parent visiting a student boarding (for the purpose of attending an educational institution) when they are sick also do not qualify for PATS assistance.

A student returning to a country area during vacation, are only eligible when the referring medical practitioner gives a medical reason why the student is required to see the medical specialist prior to their scheduled return.

Visitors to country Western Australia, regardless of whether they are Australian or International visitors, are **not** eligible for PATS. This includes Fly-in-Fly-out contractors who have a permanent residence not in a WACHS region.

2.1.2 Minimum Distance

The applicant is to travel more than 100 kilometres one way to access the nearest medical eligible specialist service (including a Telehealth enabled service).

The distance is calculated when:

- residing within the town boundaries, the kilometres from the home town GPO to the treatment centre
- if residing outside a town's recognised boundaries, the distance from the applicant's residence to the treatment centre.

An applicant residing within the town boundaries of Northam and York.

An applicant who is required to travel to access the nearest eligible medical specialist treatment, for cancer or dialysis treatment and who needs to travel between 70 and 100 kilometres may be eligible for limited PATS assistance.

2.1.3 Nearest eligible medical specialist service

Referral is to be to the nearest available eligible medical specialist service which can provide the treatment required within the timeframe deemed necessary by the referring practitioner based on the urgency of the applicant's medical condition.

An applicant can choose to attend any eligible medical specialist service however, PATS assistance is only provided for the nearest eligible medical specialist service.

If an applicant has been visiting a particular eligible medical specialist service and in the meantime the same eligible medical specialist service has been established closer to their home the applicant will not be eligible for PATS to continue visiting their usual specialist, unless there are clinical reasons to do so.

2.2 Eligibility criteria (medical specialist services)

An eligible medical specialist service is either:

a) A medical practitioner who is recognised as a specialist for Medicare Benefits purposes (with the exception of pathology and/ or clinical pharmacology)



- b) A hospital or health service employed medical specialist
- c) Specialist medical service or oral surgery item covered by an item in the Medicare Benefits Schedule (MBS) Book
- d) Specialist services involved in the fitting of an artificial limb
- e) Specialist services involved in the fitting of an artificial eye
- f) Dental treatment covered by an item in the Medicare Benefits for Services by Accredited Dental Practitioners in the Treatment of Cleft Lip and Cleft Palate **Conditions Booklet**
- g) Services covered by PATS Special Rulings or
- h) Medical specialist treatment with MBS items above 30000 carried out by General Practitioner (GP) Proceduralists, with the exception of those listed in Schedule 1.

PATS assistance is available for four antenatal visits to the nearest GP Obstetrician, with each pregnancy. If additional antenatal visits are required, the medical practitioner is to provide supporting clinical information.

There is to be no distinction made as to whether a person accesses an eligible medical specialist service on a private or public basis.

2.3 Eligibility criteria (accommodation)

An applicant is eligible for accommodation assistance only if their residence is more than 100 km from the treatment centre and:

- the medical specialist certifies that the person needs to stay overnight for follow-up
- applicants who may be required to attend associated allied health specialist appointments may extend their stay by one or two days
- the forward and return journeys cannot reasonably be completed in one day due to factors such as:
 - time required travelling
 - type of travel
 - transport schedules and availability
 - the applicant's medical condition.
- An applicant residing within the town boundaries of Northam and York.

An approved escort is eligible for an accommodation subsidy as given in Schedule 2 when:

the referring practitioner or medical specialist certifies that the applicant's condition necessitates the presence of an escort



- the eligible applicant is a dependent child and has been admitted to hospital and the escort is unable to be accommodated at the hospital as a boarder
- an escort is approved to accompany an eligible applicant to an appointment, and then is not required while the applicant is in hospital, but will be required to escort the applicant home. The escort is entitled to accommodation assistance, or return journey home and back, whichever is the lowest cost, with the exception of an escort accompanying a applicant undergoing cancer treatment who is entitled to accommodation subsidy for the duration of the cancer applicant's hospitalisation; or
- the applicant they are escorting has undergone cancer treatment and requires a recovery night immediately following treatment.

The accommodation subsidy is only payable for six consecutive months.

2.4 Eligibility criteria (escort)

An applicant is eligible for an escort where:

- a) the applicant being escorted is a dependent child
- b) Centrelink has determined that the applicant is under the care of a principal carer
- c) home dialysis patients are receiving training (a carer is required to attend as a condition of the medical specialist treatment)
- d) the escort is legally required to make decisions on behalf of the applicant and/or
- e) the referring practitioner, prior to departure specifies the reason why an escort's presence is essential, on the *PATS Application* form, based on their assessment that the applicant would be unable to manage their treatment alone particularly if the applicant is undergoing treatment for cancer or is disabled or frail.

2.5 Referral process

An applicant is to be referred to the nearest eligible specialist medical services by a referring practitioner. The referring practitioner is to sign the appropriate section of the *PATS Application* form.

South West applicants are required to be registered by the referring practitioner.

If the referring medical practitioner considers that there is a valid clinical reason for referral to other than the nearest specialist, sufficient clinical detail is to be provided on the *PATS Application* form to enable consideration to be given to this request.



2.6 Eligibility for assistance following inter hospital patient transfer or primary evacuation

A PATS eligible patient who has been admitted to hospital through inter hospital patient transfer (IHPT) or primary evacuation (PE) is eligible for PATS assistance once they have been discharged from a public or private hospital.

In some cases, when a patient has been transferred to the treatment centre by IHPT/PE, it may be necessary for an escort to travel to the treatment centre at a later date.

An eligible applicant is to be provided with PATS accommodation assistance following discharge after IHPT or PE if:

- the applicant is required to stay at the treatment centre for outpatient specialist medical care following discharge from hospital
- if transport schedules do not permit immediate transport home on the day of discharge. This only applies where the earliest available transport of the approved type is utilised
- if the applicant has to remain overnight while in transit (e.g. awaiting transfer back to a remote community) and/or
- where the applicant is required to return to the specialist for a follow-up appointment within a **short period** following discharge.

If an eligible applicant travels to the treating hospital by Ambulance or the Royal Flying Doctor Service (RFDS), the Regional Director may approve accommodation and/or travel assistance for an escort if:

- the applicant is critically ill (e.g. life threatening situation)
- the applicant is receiving post discharge specialist medical outpatient care
- the family member/ legal guardian is required following the applicant's discharge to travel on the return journey with the applicant
- the family member/ legal guardian /carer is learning procedures required post discharge
- the applicant is a dependent child
- the family member/legal guardian is legally required to make medical decisions on behalf of the applicant and / or
- Centrelink has determined that the applicant is under the care of a principal carer.



2.7 Travelling Country Resident

Permanent residents of a WACHS Region, who are temporarily away from home, but still within a WACHS region of Western Australia and require access to eligible specialist medical services, will be eligible to receive PATS.

For PATS to apply, the minimum distance travelled criteria of 100 kilometres will apply.

PATS assistance will be provided if the need for treatment was not known or reasonably foreseeable at the time of departure from the usual place of residence and that there is an urgent clinical reason for the travel to occur at that time, confirmed by the referring medical practitioner.

2.8 Exceptional rulings

If the applicant does not meet the eligibility criteria reconsideration of the application may be made by exception ruling if requested by the applicant.

2.9 Flexibility in travel arrangements

Subject to all other eligibility criteria being met, flexibility in travel arrangements is allowed.

2.10 Failure to attend appointment, prepaid flight or accommodation

If an applicant is unable to attend an appointment, or utilise pre-paid flight or accommodation, 24 hours notice of cancellation must be provided to the PATS site where they submitted their application. If adequate notice is not provided together with reasonable evidence to substantiate the cancellation, PATS assistance will not be provided for a replacement journey unless there are exceptional circumstances.

2.11 Failure to return PATS Specialist Certification form

If any component of an applicant's trip has been prepaid, the PATS Specialist Certification form must be returned to the PATS Office within 8 weeks of the appointment date. Failure to do this will result in the applicant becoming ineligible for PATS assistance in the future.

2.12 Appeal Process

An applicant who feels that their application has not been considered in light of all the relevant facts in the first instance may appeal directly to the PATS Regional Coordinator for reconsideration.

If following this, if they are still unhappy with the outcome, they can contact the Regional Director who is responsible for making the final decisions about PATS applications. Contact numbers will be made available on request.

If an applicant has tried the above options and is not satisfied, they are advised to contact the Office of Health Review on 1800 813 585 or www.healthreview.wa.gov.au

2.13 Complaints

All complaints will be managed in accordance with the <u>WA Complaint</u> Management Policy and WACHS Compliments and Complaints Policy.

If an applicant would like advocacy and support with the complaint process they can contact the Health Consumers' Council on 1800 620 780 or www.hconc.org.au

The Health Consumers' Council is an independent community based organisation that represents health consumers.

3. DEFINITIONS

Accommodation assistance means a subsidy towards the cost of accommodation for applicants and approved escorts as given in Schedule 2.

Assistance means a subsidy towards the cost of transport and accommodation.

Approved Escort means a person who:

- a) has been approved by the referring practitioner to accompany an eligible applicant on a journey to or from the specialist appointments or
- b) may need to stay overnight while an applicant is receiving treatment.

Cancer patient means a patient where there is a confirmed diagnosis of cancer and is being referred to a medical specialist for appropriate cancer treatment.

Cancer treatment means medical specialist treatment which involves one or a combination of the following; surgery, radiotherapy, chemotherapy, immunotherapy and/ or palliative intervention.

CBD means the central business district.

Department of Veterans Affairs (DVA) refers to the Department of Veteran Affairs. DVA are responsible for managing Veterans that are eligible for travel assistance through the DVA Repatriation Transport Arrangements.

Dependent child means a child under the age of 18 who normally resides with a parent and who is not in full time employment. This can include a child who is in a boarding institution during school term time. However, restrictions concerning travel for students who attend metropolitan boarding schools will apply.

Where the eligible medical specialist service is located in the following local government areas in Perth the treatment centre is taken to be from the central business district (CBD) within the metropolitan boundaries of: Armadale, Bassendean, Bayswater, Belmont, Cambridge, Canning, Claremont, Cockburn, Cottesloe, East Fremantle, Fremantle, Gosnells, Joondalup, Kalamunda, Kwinana, Melville, Mosman Park, Mundaring, Nedlands, Peppermint Grove, Perth, Rockingham, Serpentine-Jarrahdale, South Perth, Stirling, Subiaco, Swan, Victoria Park, Vincent and Wanneroo.



Exceptional ruling means where a PATS applicant does not meet the PATS eligibility criteria but meets the intent of the scheme. The Regional Director makes a decision on the application based on the specific individual circumstances. An exceptional ruling does not set a precedent for future decisions.

Flexibility in travel arrangements means that:

- the applicant will be required to fund the cost of any increases in fares or accommodation which result from extended travel arrangements (for example the applicant will be required to pay the difference between a non-peak fare and a higher peak travel fare).
- any additional costs such as administration charges and cancellation fees must also be borne by the applicant as a result of the extended stay.
- if the applicant's extended travel arrangements are cheaper than would otherwise have been arranged, then PATS will only cover the lower amount (i.e. there will be no monetary benefit to the applicant).
- the aforementioned does not apply if amendments to travel arrangements are clinically required and certified by a Senior Registrar/ Consultant.

Health Consumers' Council is an independent community based organisation that represents health consumers.

Inter Hospital Patient Transfer means where a patient is transferred between public hospitals, nursing homes and psychiatric hospitals including both admitted patients and those non admitted patients treated in public emergency departments prior to transfer.

Limited PATS assistance means where the applicant receives a standard subsidy of \$20 per return trip, irrespective of the mode of travel, the need for an escort or accommodation.

Motor Vehicle Insurance Trust (MVIT) refers to where treatment is covered by MVIT. The patient should claim the travel and accommodation costs from MVIT.

Nearest eligible medical services means the closest available eligible medical or approved oral specialist service which can provide the treatment required within the timeframe deemed necessary by the urgency classification of the applicant's medical condition.

Outpatients means non admitted patients who are required to travel to obtain specialist medical services or who commence their journey as an outpatient (non-admitted).

Primary Evacuation means transport from community setting to hospital.

PATS Application form means the Form given in Schedule 3 which is completed and signed by both the referring practitioner and the applicant. A PATS Application form is only valid for twelve (12) months for the same medical specialist/ speciality for the same medical condition.

PATS Block Approval form means the Form given in Schedule 5 which is given to an approved applicant with a clearly identified treatment program of outpatient visits. The specialist must provide a schedule of appointments.

PATS Specialist Certification form means the Form given in Schedule 4 which is completed by both the applicant and a health service or clinic employee who can verify the patients attendance. If travel is upgraded to air travel the PATS Specialist Certification form must be signed by a Senior Registrar/ Consultant. South West applicants have a PATS Specialist Certification form specific to the South West.

PATS Special Rulings means the specialist medical services or circumstances given in Schedule 4.

Permanent resident means a Western Australian resident who can prove they reside permanently in a WACHS region and who is eligible for Medicare. People who permanently reside in country Western Australia but who do not hold Australian residency status entitling them to government provided medical treatment under Medicare may be eligible for certain types of treatment under Australia's Reciprocal Health Care Agreement.

Referring practitioner means a:

- general practitioner
- a medical practitioner within the hospital
- a medical practitioners' private rooms
- a dentist for approved oral surgery or cleft lip/palate treatment
- an optometrist for an appointment with an ophthalmologist
- a registered medical specialist
- registered nurse practitioner
- a registered nurse (with the telephone advice of a medical practitioner) when a patient is being referred from a designated nursing post for the purposes of urgent medical specialist treatment.

Residence in respect of a permanent resident means the applicant's principal place of residence.

Telehealth enabled service means the provision of health care at a distance using communication technologies.

Travelling Country Resident means a permanent country resident of a WACHS region who is temporarily away from home, but still within a WACHS region.

Treatment centre means the city or town in which the applicant visits an eligible medical specialist, or accesses an eligible specialist service.

Single Trip means for the purpose of PATS a one or two way trip.

Subsidy means the amount of financial assistance for travel and accommodation given in Schedule 2.



Surface Travel means travel by bus, train or road.

Travel assistance means a subsidy towards the cost of travel for applicants and approved escorts as given in Schedule 2.

WACHS region means one of the following regions:

- Goldfields
- **Great Southern**
- Kimberley
- Midwest
- Pilbara
- South West
- Wheatbelt

Workers' Compensation (WC) refers to where treatment is covered by workers compensation insurance. The patient is to claim the travel and accommodation costs from the insurance company.

4. ROLES and RESPONSIBILITIES

4.1 Program Manager/ PATS Transport

The Program Manager/ PATS Transport is responsible for:

- developing and maintaining PATS Policy and documents in partnership with key stakeholders
- providing leadership, strategic advice, assistance and information to regions and the Minister for Health on PATS.
- monitoring, evaluating and reporting to WACHS CEO on the administration activity and costs of PATS.
- facilitating communication between key stakeholder groups regarding PATS.
- representing WACHS where required on government and other forums where PATS is an issue.
- assisting with the development and dissemination of promotional materials.
- monitoring and reviewing transport and accommodation trends following a policy change.

4.2 WACHS Regional Directors

Regional Directors are to:

- provide leadership on PATS Policy and expenditure within the region.
- make decisions on exceptional rulings for cases outside the PATS Policy but which meet the intent of the scheme and maintain a register of these decisions.
- make decisions and approve PATS assistance for a charter flight from a remote community where this is the only viable option of ensuring that community members are able to access essential specialist medical services within the clinically acceptable timeframe.
- make decisions and approve where appropriate applications for periods of accommodation in excess of ten days, but less than six months.

4.3 WACHS PATS Regional Coordinators

PATS Regional Coordinators are to:

- provide leadership at the regional level relating to all PATS matters.
- ensure staff administering PATS in the regions are adequately informed about PATS Policy and documents.
- ensure training is provided to PATS staff as necessary.
- assist with interpreting the PATS Policy and documents when issues and questions arise.
- provide the Regional Director with relevant information in relation to Exceptional Rulings.
- respond to complaints from consumers and other key regional stakeholders.
- communicate and market PATS to all key stakeholders in the region.
- represent the region on the PATS Reference Group and in other forums where patient transport is an issue.
- provide PATS data to WACHS Area Office as required for reporting purposes.
- assist with the development and dissemination of promotional materials.
- monitor and review regional transport and accommodation trends.



4.4 WACHS PATS Clerks

WACHS PATS Clerks are to:

- ascertain the eligibility of applicants requiring travel and accommodation assistance under the PATS.
- assist clients through the application process including providing all the required forms.
- check all forms received to ensure they are completed correctly and in full.
- liaise with referring practitioners and specialists to resolve any gueries in relation to PATS Applications received and specialist appointments attended.
- liaise with travel and accommodation suppliers and where possible assist clients with making their travel arrangements including bookings for commercial accommodation, surface travel, air flights and taxis.
- liaise with Social Workers and Carers at hospitals and health services to assist clients with travel and accommodation bookings upon being discharged from hospital.
- use P Cards where available and issue purchase orders and vouchers for purchase of fuel, surface travel, accommodation, air flights and taxis and authorise the accounts for payment when received from suppliers.
- liaise with travel and accommodation suppliers for, the issue of credit notes and account queries.
- calculate reimbursements for approved claims for travel and accommodation assistance.
- input all necessary information into the PATS Web Database.
- follow up approved outstanding applications to ensure PATS Specialist Certification forms are received or an alternative form of appointment verification to verify that clients have attended appointments.
- assist with training and review of PATS processes within the Region.

4.5 Referring Practitioners

Referring practitioners are to:

- refer applicants in accordance with this policy to the nearest eligible specialist or specialist service.
- complete and sign the PATS Application form.
- if referring applicant to other than the nearest eligible specialist, provide adequate clinical reason for referral on the Application PATS form.

4.6 Applicant

An applicant is to:

- complete and sign the PATS Application form.
- provide all the required documentation to apply for and verify the PATS assisted travel and accommodation.
- adhere to the Conditions of Travel agreed to on the PATS Application form.
- where required sign the PATS Specialist Certification form, to declare that the accommodation dates are accurate and expenditure shown on the attached receipts was incurred by the patient, and that the benefits have not been claimed from any other source.



4.7 Escort

An approved escort is to:

- be 18 years of age or over except in exceptional cases as outlined in the PATS User Manual
- accompany an applicant on a journey to or from specialist appointments and
- where necessary, stay overnight while an applicant receiving treatment.

5. EVALUATION

- Number and type of PATS trips by region as reported by the PATS Web **Database**
- Cost of PATS trips by region as reported by HCARe
- Annual random audit of patient journeys by region is conducted by the Program Manager of PATS/ Transport.

6. REFERENCES

The Australian Medical Council maintains a Medical Specialties list. The list is subject to ongoing review and can be located via the Australian Medical Council website http://www.amc.org.au/ or (02) 6270 9777.

Medicare Benefit Schedules "MBS online" at www.health.gov.au

Department of Health Operational Directive 0212 14 August 2009 Reciprocal Health Care Agreements (RHCA) - The Addition of Belgium for further details: http://www.health.wa.gov.au/circularsnew/pdfs/12517.pdf

Department of Health Technical Bulletin BB053/00 01 July 2002 Transport of Deceased Persons for further details:

http://intranet.health.wa.gov.au/circulars/pdfs/7731.pdf

Department of Health Technical Bulletin BB52/0 01 July 2002: Patient Assisted Travel Scheme (PATS) for further details:

http://intranet.health.wa.gov.au/circulars/pdfs/7649.pdf

Department of Health Operational Directive Excluded Procedures OP 1869/04 http://intranet.health.wa.gov.au/circulars/pdfs/11855.pdf

DVA Website: http://www.dva.gov.au/Pages/home.aspx

Distance calculations:

www.mainroads.wa.gov.au/UsingRoads/TouringWAMaps/Pages/DistanceBook.aspx

Further information on Next Step from Alcohol and Drug Information Service: www.dao.health.wa.gov.au

WA Country Health Service PATS User Manual Version 0.7 August 2009

WACHS Preparation of Patients for Transfer by Commercial Air Travel Guideline For further information refer to WACHS Policies Online.



SCHEDULE 1 Excluded Procedures

Table 1 outlines those procedures with a schedule number above 30000, which are **not eligible**, unless performed in a theatre under general or regional anaesthesia (not local anaesthesia).

Table 1: MBS Items above 30000, Not Eligible for the PATS

30026	Repair of skin/subcutaneous tissue wound (less than 7cm long)
30035	Repair of skin/subcutaneous tissue wound (less than 7cm long)
30061	Removal of foreign body
30071	Biopsy of skin or mucous membrane
30186	Removal or palmar or plantar warts
30187	Removal or palmar or plantar warts
30192	Treatment of premalignant skin lesions
30196	Removal of cancer of skin or mucous membrane
30202	Removal of cancer of skin or mucous membrane
30203	Removal of cancer of skin or mucous membrane
30207	Skin lesions
30216	Aspiration of haematoma
30219	Haematoma, furuncle or small abscess
30223	Large haematoma, large abscess, carbuncle, cellulitis

The Minister for Health has endorsed the following amendment to the Patient Assisted Travel Scheme (PATS) eligibility guidelines:

As of 1 April 2004, patients travelling for excluded procedures as defined by <u>Operational Directive 1869/04 Excluded Procedures</u> are not eligible for PATS assistance. This restriction will apply to patients who are travelling to a private facility for excluded procedures not available through their local public hospital.

Approval for assistance by the relevant Area Director of Medical Services or their medically qualified delegate can be given in exceptional clinical circumstances. Should the decision of the Director of Medical Services be disputed by the medical practitioner, the case should be referred by the Director of Medical Services in writing, including all pertinent details, to the Chief Medical Officer who will review the circumstances.

Excluded Procedures

Abdominal lipectomy
Liposuction
Bilateral breast reduction
Bilateral breast augmentation
Gender reassignment surgery
Lengthening of penis procedure
Insertion of artificial erection devices
Male social circumcision other than:

- for culturally and religiously significant reasons or
- as a private outpatient procedure in neonates

Reversal of sterilisation Varicose vein procedures

Hair transplant

Facelift

Reduction of upper or lower eyelid Correction of bat ear(s) (>16 years old)

Total rhinoplasty

Tattoo removal procedures



SCHEDULE 2

TRAVEL AND ACCOMMODATION SUBSIDIES

Accommodation Subsidy

The rate of accommodation subsidy is as follows:

- Private home accommodation (no receipt required): \$20 per night for an eligible applicant or \$40 per night for an applicant travelling with an approved escort.
- Commercial accommodation (taxation receipts are required): up to \$60 per night for an eligible applicant or up to \$75 per night for an eligible applicant travelling with an approved escort. If the escort is accompanying an eligible applicant who is to be hospitalised then the subsidy will be up to \$60 subsidy per night for the escort for the nights the applicant is hospitalised.

Travel Subsidy

An applicant travelling by private vehicle may claim a fuel subsidy of **16 cents** per kilometre. Only one claim per vehicle is to be made.

When two or more applicants are travelling in a minibus, or similar group transport vehicle, owned by a community or organisation, the fuel subsidy is **25 cents** per kilometre, per vehicle payable to the relevant organisation.

People travelling by coach or rail are eligible for the relevant economy or discounted fare.

Vehicle Hire

Where an eligible applicant hires a vehicle they are eligible to receive only the subsidy equivalent to the value of their eligible travel subsidy.

Pilbara and Kimberley Regions and Remote Areas

Eligibility for air travel is automatic where:

- a regularly scheduled air service from the point of departure to the point of destination exists
- travel to the nearest specialist involves a surface travel of more than 16 hours (one way), or is subject to excessive connection delays and prolonged stops.

Air Travel Approvals for Journeys Less than 16 hours

Where the referring medical practitioner certifies on the *PATS Application* form the existence of a specific clinical risk that will cause an adverse clinical outcome for the applicant if they travel by surface (road, train, or bus), air travel is approved for journeys of less than 16 hours equivalent road travel.

An eligible applicant who is travelling for **cancer treatment** and who has to travel by road for more than 350 kms from their residence to the treatment centre is eligible for commercial air travel.

Upgraded Travel

Where air travel is not approved and an eligible applicant elects to travel by air, the applicant may be subsidised an amount equal to the fuel subsidy.



Escort travel

When an approved escort travels with the applicant, the escort is eligible to receive a travel subsidy equivalent to the applicant they are escorting for assistance with surface travel or airfare.

Additional Transport Assistance

Additional transport assistance can be available when the referring practitioner specifies the applicant's condition warrants the provision of additional transport assistance, due to one of the following:

- severe ambulatory problems (e.g. permanent inability to walk, dependence on a wheelchair, or complex walking aids)
- total blindness or permanent severe visual impairment
- disabilities or conditions that make it impractical for the applicant to use other transport (e.g. intellectual impairment) or
- where the applicant is very ill and unable to use other transport.

In addition, cases may be eligible where cultural issues (e.g. unescorted people from remote Aboriginal communities; unescorted people of non-English speaking background).

Dialysis Patients that are Eligible for Transport Assistance

If an applicant was required to relocate in order to access dialysis treatment, and a dialysis satellite unit subsequently becomes available close to their country residence, PATS assistance is to be provided for the return journey.





SCHEDULE 3: PATS Application Form



PATS APPLICATION FORM



SECTION A - MEDICAL PRACTITIONER REFERRAL TO PATS								
	AL DETAILS							
Title	Title Surname Given Names							
DOB	//	Gender Male Female						
2. REFERR	AL DETAILS	•						
Referral must be to the nearest appropriate eligible specialist (including visiting specialists) Specialist Location Regional OR Perth If for clinical reasons the referral is not to the nearest eligible specialist please provide clinical details to support the PATS application.								
Is this patie	nt appropriate for Telehealth services? (Video	conference) Yes No	MEDICAL PRACTITIONER TO COMPLETE					
Name of Sp	ecialist	Specialty						
- ra								
			PRA					
			.yr					
Does the pa	tient need to be seen Urgently (<	30 days)						
Is this referr	al for cancer treatment?	Yes OR No						
Is this referr	al for dialysis?	Yes OR No	/ICE					
	MENDED MODE OF TRAVEL		IR I					
Does the pa	tient's medical condition require air travel?	Yes No No	8					
Does the pa	tient's medical condition warrant the provision	n of taxi vouchers? Yes No	<u> </u> <u> </u>					
If 'Yes' to a	bove please provide clinical details to sup	port the PATS application.	HEA					
			ITRY HEALTH SERVICE					
4. ESCORT			WA COUR					
Does the patient require an escort? Please Select: Under 18 Disability Cancer treatment Medical condition Other (please specify)								
5. REFERR	ING MEDICAL PRACTITIONER STAMP / DE	TAIL AND SIGNATURE						
Name		I certify that I am the referring Medica	Practitioner and					
Address		that the information given is correct.						
Telephone		Signature	Date					
Provider Nu	mber							





. WA Country Health Service

PATS APPLICATION **FORM**



SECTION B - PATIENT DETAILS

Please submit this PATS form to your PATS Office (fax, mail, email or in person) AS SOON AS POSSIBLE and PRIOR to any travel being undertaken. PATS applications do not grant automatic eligibility to

assis	tance and may take u	p to ten working days	to process.						
Residential Address Postal Address (if different)									
Home Phone	Mobile		Work Phone						
Email									
Preferred Contact									
Home Mobile Work Are you a Permanent Country F	Email <u></u> Resident? Gende	r	Aboriginal / TSI	— ∷					
Yes No	Male [Yes No No	=					
Is this travel related to treatm	ent covered by any o	f the following?		COMPLETE					
Workers Compensation M	otor Vehicle Insurance	Employer fund	ded travel						
Do you have any of the follow	ing cards? If 'yes' pl	ease provide the num	ber	1					
		-		PATIENT TO					
Pensioner, Health Care Conces	sion Card or Common	wealth Seniors Health	Care Card	TAG					
Yes 🗌									
Veterans Affairs White Silv	/er □ Gold □			SERVICE					
				H H					
6. APPOINTMENT DETAILS				COUNTRY HEALTH					
Specialist name and phone nur	nber	Appointm	ent date, time and location	_					
				— ₹					
				—— <u>`</u>					
7. ESCORT DETAILS (Escort	=	e adult over 18 years	of age) Given Names	8					
Title	Surname		Given Names	A A					
8. RELEVANT TRAVEL NOTE	S								
	ion relevant to your cir	cumstances that needs	to be made known to the PATS o	ffice					
undertaking your booking.									



PATS APPLICATION FORM



SECTION B - PATIENT DETAILS

9. CONDITIONS OF TRAVEL/ PATIENT / GUARDIAN DECLARATION

Prepaid Flights and Accommodation

If any component of your trip has been prepaid, you must return your PATS Specialist Certification form to the PATS Office. Failure to do this may result in you becoming ineligible for PATS assistance in the future.

Changes to Travel and/or Accommodation Arrangements:

If for medical reasons you are unable to catch the flight/bus/ train as booked or if you need additional accommodation, you must contact your local PATS office as soon as possible.

Reimbursement of Costs

The PATS Specialist Certification form and receipts for commercial accommodation &/or transport will need to be returned to your local or regional PATS office within eight weeks of your appointment.

I	give	permission	to	my	Medical	Practitioner	to	provide	medical	information	to	the	PATS	Office	to	support r	my
а	pplica	ation for PA	TS i	if red	quired.												

	Yes		No	
--	-----	--	----	--

Patient / Guardian Signature

I understand and accept these conditions and certify that the information above is correct at the time given. I agree that I will repay the WA Country Health Service any cost incurred should I fail to use the pre-booked travel or fail to attend appointments.

If you require further information about PATS contact your local PATS Office or www.wacountry.health.wa.gov.au

Date

Goldfields Kalgoorlie (08) 9080 5681 Esperance (08) 9071 0801 Great Southern 1800 728 747 Kimberlev (08) 9194 2855 9956 2216 Midwest Pilbara 1800 138 653 South West 1800 823 131 Wheatbelt 1800 728 792

10. DATE APPLICATION RECEIVED BY PATS OFFICE





Department of Health

WA Country Health Service

Government of Western Australia





SECTION C -	PATS OFFICE								
020110110	.,								
11. REGIONAL	_ APPROVAL								
	ther than the nea		Air travel is re	ecommended & trip is less	Other	exceptional			
eligible medical specialist 🗌 & / or 👚 than 16 hours by road ¹ 🔲 & / or 👚 circumstance. 🔲									
Approved / Red	commended	YI	ES NO	Comments					
Patient									
Escort									
LSCOIT									
Mode of Travel									
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Signature of I	ncurring Officer	r / Delegate	d Financial A	uthority		Date	5		
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							<u> </u>		
12. PATIENT N	NOTIFIED OF O	UTCOME P	ATS OFFICE	TO COMPLETE			WA COUNTRY HEALTH SERVICE		
Notified by							HE/		
Notified by							≿		
Phone M	W□ H□	Messa	ge left 🗌 Sp	oke to Client					
Email	Letter \square	Fax		ther			5		
	Lottoi	Tux					ဗ		
Other Netse							I≸		
Other Notes							>		
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Data	-	DATO D				ATO OL !			
Date	Time	PAIS Ref	erence Numb	er Name and sign	nature of Pa	A I S Clerk			
		İ							

With the exception of patients receiving cancer treatment who are required to travel more than 350km by road.

This information is available in alternative formats upon request







SCHEDULE 4: PATS Specialist Certification Form





BLOCK APPROVAL PATS SPECIALIST CERTIFICATION

PATS Approval Code

This form is used to approve PATS for multiple visits for treatment plans or dialysis. Present this form to your local PATS office prior to commencement of treatment.

1.	PATIENT DETAILS	S						
Nar	ne:		Address:					
	_							
DO	B:							
2.	APPOINTMENT D							
	The above named patient is scheduled to receive specialist treatment on or between the following dates. Please state the inclusive dates.							
	Name of Specialist	Speci	iality	Appointment Dates	Hospital/Clinic and Suburb			
1								
2								
3								
4								
5								
6								
	Accommodation:	Priv	ate 🗌	Commercial				
	Transport:	Air		Fuel Subsidy Surface	e Transport			
	Escort Details:							
3.	3. Approval PATS office to complete							
App	oroval	Yes	No					
Pati	ent							
Esc	ort			Signature:				
Red	uested Travel			Date:				
Acc	ommodation			Designation:				



4. Specialist Certification ATTENTION: Health Professional / clinic employee to facilitate reimbursement of the patient's expenses and/or confirm travel details we request you fill out the details below. Not to be completed by patient.							
1. From:	To:						
Certification Signature: I certify that the information given is correct	Print Name & Address:						
2. From:	To:						
Certification Signature: I certify that the information given is correct	Print Name & Address:						
3. From:	To:						
Certification Signature: I certify that the information given is correct	Print Name & Address:						
4. From:	To:						
Certification Signature: I certify that the information given is correct	Certification Signature: I certify that the information						
5. From:	To:						
Certification Signature: I certify that the information given is correct Print Name & Address:							
6. From:	To:						
Certification Signature: I certify that the information given is correct	Print Name & Address:						
5. INSTRUCTIONS TO PATIENT							
 When you attend your appointment please ensure health professional / clinic employee completes this form and returns it to you. Attach your receipts for commercial accommodation and/or transport to the form. Return the completed form and attachments to the PATS Office. If your trip has been prepaid, failure to return this form to the PATS Office may result in your becoming ineligible for PATS assistance in future. 							
6. PATIENT OR PARENT / GUARDIAN VERIFIC	CATION						
I declare that the expenditure shown on the attached rebeen claimed from any other source. I authorise the he Contribution.	eceipts was incurred by me, and that the benefits have not ealth service to deduct from my claim any Patient						
Patient/Parent/Guardian Signature:	Date:						





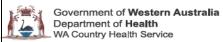


Government of Western Australia Department of Health WA Country Health Service	PATS SPECIALIST ERTIFICATION FORM							
SECTION A PATS Re	eference Number							
ATTENTION: Health professional/ clinic em and/or confirm travel details please comple	aployee. To facilitate reimbursement of the patient's expenses are fully the details below.							
1. PATIENT DETAILS	Щ.							
Name	Address							
DOB	30							
2. SPECIALIST CERTIFICATION	E T							
The above named patient received specialist treatment on or between:								
Was the patient hospitalised? If 'Yes' \to above specify dates	Yes							
Was the patient required to stay overnight?	Yes No No							
Does the patient require travel home to be upgraded to air travel? Yes No If 'Yes' provide clinical reasons that make air travel essential.								
Name Address DOB 2. SPECIALIST CERTIFICATION The above named patient received specialist treatment on or between: Was the patient hospitalised? Was the patient required to stay overnight? Yes No Does the patient require travel home to be upgraded to air travel? Yes No If 'Yes' provide clinical reasons that make air travel essential. Does the patient require further / follow up treatment? Yes No								
Does the patient require further / follow up treatment? If 'Yes' to above, can the follow up service be provided by a regionally based / visiting specialist or Telehealth? Yes No No S No S If these alternatives are not suitable, please provide the clinical reason to support a return trip.								
Date of Next Appointment								
Does the patient have a Treatment Plan ² ? Yes ☐ No ☐								
3. MUST BE SIGNED BY A HEALTH PRO PATIENT'S ATTENDANCE.	Yes No Date Yes No Date							
Name of Health professional / clinic employ	ee Date							
Address	Telephone Number							

All applications to travel for further treatment are subject to health service approval.



² A patient with a clearly identified treatment program of out patient visits can obtain one approval to cover a treatment program. The specialist must provide a schedule of appointments.



PATS SPECIALIST CERTIFICATION FORM



SECTION B						
4. PATIENT OR PARENT / GU	ARDIAN VERIFIC	ATION TO BE CO	MPLETED AFTER			
Dates for private and/ or commercial	accommodation a	assistance required:				
Patient on/ between [Private Con	nmercial 🗌	Ш		
□□□□□□ on/ between [Private Com	mercial 🗌	PLET		
□□□□□□ on/ between [Private Com	nmercial 🗌	PATIENT TO COMPLETE		
Escort DDDDDDn/ between		Private Com	mercial 🗌	ENT		
on/ between [Private Com	mercial 🗌	PAT		
□□□□□□ on/ between [Private 🗌 Com	nmercial 🗌			
5. INSTRUCTIONS TO PATIEN	IT					
To be eligible for PATS assistance						
1 A health professional / clinic employee who can verify your attendance must complete Section A .						
2 Patient must complete Section B and attach receipts for commercial accommodation &/or transport to the form.						
Return the completed PATS Specialist Certification form to your local PATS Office within 8 weeks of appointment.						
 A health professional / clinic employee who can verify your attendance must complete Section A. Patient must complete Section B and attach receipts for commercial accommodation &/or transport to the form. Return the completed PATS Specialist Certification form to your local PATS Office within 8 weeks of appointment. Reimbursement for the use of Taxi travel must be approved by your local PATS Office PRIOR to departure. If you require less or more time at the treatment centre to complete your course of treatment please contact your local PATS Office for assistance as soon as possible. 						
If you require less or more time at the treatment centre to complete your course of treatment please contact your local PATS Office for assistance as soon as possible.						
If you experience any difficulty organising your specialist appointment or need more information about PATS, contact:						
■ Your	local PATS Office	9				
IMPORTANT Please ensure	you return this f	orm within 8 week	s of appointment.			
I declare that the expenditure shown benefits have not been claimed from	any other source.	eceipts was incurred	by me, and that the			
Patient/ Parent/ Guardian Signature	e					



Date

SCHEDULE 6: SPECIAL RULINGS

Eligible Dental and Oral Services

Most specialist dental services are not covered under PATS.

Dental or orthodontic services are generally not covered under the PATS. Young children (under eight years of age) who require an urgent and critical dental procedure under general anaesthetic or those with severe trauma may be approved under the PATS as an exceptional ruling. Approved oral surgery is covered when the procedure is covered under Medicare and the oral surgeon is approved by the Commonwealth Minister of Health.

PATS support is only available for serious oral conditions including:

- 1. Eligible Medicare Benefits Schedule (MBS) items in the Oral and Maxillo-facial Medicare Benefits Schedule
- 2. Treatment provided under the Cleft Lip and Palate scheme:
- 3. 'Exceptional dental circumstances' including specialist dental services for children and for adults with special needs when contemporaneous general anaesthesia is required as below.

PATS generally does NOT cover:

- The extraction of 3rd molars (wisdom teeth) including under GA or sedation
- Orthodontic treatment (braces)
- Non-surgical temporo-mandibular joint treatment
- Implant surgery or crown and bridge treatment
- Endodontics (root canal therapy)
- Periodontal (gum) surgery or treatment
- MBS items in the Allied Health and Dental Services book (10975 10977)

Oral Maxillo-Facial Surgery

Services in the Oral and Maxillo-facial Medicare Benefits Schedule relating to serious conditions are eligible for PATS. This includes the management of facial trauma e.g. jaw fractures, serious dento-facial infections, oral malignancy etc.

Medicare Benefit Schedules can be viewed by searching "MBS online" at www.health.gov.au

A list of registered specialist oral and maxillo-facial surgeons can be accessed at www.dentalboard.wa.gov.au

Note: Extraction of wisdom teeth, implant surgery and pre-prosthetic surgery are not covered by PATS.

Dental Treatment for Cleft Lip and Palate

Patients referred to PMH for items in the Cleft Lip and Cleft Palate Medicare Benefits Schedule (items 75002 – 75854) are eligible for PATS.

Medicare Benefit Schedules can be viewed by searching "MBS online" at www.health.gov.au



Exceptional Circumstances – Dental

There are no MBS items to describe most eligible dental services. Section A 2. Referral Details of the PATS Application form should state which eligibility category $\{\text{see (a)} - (\text{e)} \text{below}\}\$ the treatment fulfils.

Services for Children

- (a) Hospital-based management of severe dental trauma or severe dento-facial infections e.g. cellulitis.
 - Transport will be to PMH.
- (b) Hospital-based dental services for children with significant medical co-morbidity or other serious conditions. Transport will be to PMH.
- (c) Dental treatment requiring contemporaneous general anaesthesia. Transport will be to PMH, OHCWA/ KEMH and private paediatric dentists.

A list of registered specialist paediatric dentists can be accessed at www.dentalboard.wa.gov.au

Services for Adults

(a) Hospital-based dental services for adults with significant medical co-morbidity. Transport will usually be to RPH.

Note: Routine oral medicine services are not covered by PATS.

(b) Dental treatment for adults with special needs requiring contemporaneous general anaesthesia.

Transport will usually be to SDH.

For additional eligibility advice please contact:

Dental Health Services (Dr Martin Glick - 08 9313 0555)
The Centre for Rural and Remote Oral Health (Dr Kate Dyson – 08 9346 7249)
PMH Dental Department (Dr John Winters – 08 9340 8342)



Medical Imaging

Applications for PATS are approved for medical imaging consultation where the referring medical practitioner has indicated referral to a Radiologist for a procedure approved under Medicare. This may include referral to the closest service including x-ray, interventional radiological procedures, ultrasound, computed tomography (CT), nuclear medicine (NM), and magnetic resonance imaging (MRI) scan (MRI only if referred by a specialist).

While the patient may not see the Radiologist, a Radiologist must read the films in order for the patient to be eligible for PATS assistance.

Where the Radiologist reviews the films without seeing the patient, the Medical Imaging Technologist is appropriate to sign the PATS Specialist Certification form once the examination has been completed. The Medical Imaging Technologist should ensure they place a line through any question that is not relevant to them when signing the PATS Specialist Certification form.

Mammography

PATS assistance applies where:

- a screening service is not available within an acceptable time frame through the BreastScreen WA Mobile Breast Screening Service and the patient has been referred for a mammogram by a medical practitioner
- the mammography assessment is covered by the Medicare Benefits Schedule and the patient is transferred to the closest available mammography service or
- an applicant is referred for diagnostic imaging evaluation of a palpable breast lump or other breast abnormality. Referral may be made to a general surgeon skilled in breast assessment or to a relevant Breast Assessment Centre or medical specialist.

BreastScreen WA

PATS assistance applies can be recouped from BreastScreen WA under the following circumstances:

- A woman has attended the BreastScreen WA Mobile Breast Screening Service and an abnormality is identified which requires further investigation
- A woman has an appointment at one of the Breast Assessment Centres that are part of the National BreastScreen Australia program to have further investigation of an abnormality detected at this screening. There are two Breast Assessment Centres that provide assessment as part of the BreastScreen WA program and these are located at Royal Perth Hospital and Sir Charles Gairdner Hospital.



Dialysis

Applications for PATS assistance are approved for attendance at dialysis clinics where the applicant is under the care of a Nephrologist for a procedure approved under Medicare. Where the patient undergoes dialysis without seeing the Nephrologist, the nursing staff supervising the procedure should sign the *PATS Specialist Certification* form once the patient has undergone dialysis.

PATS assistance is also approved for applicants attending a home therapies unit to undergo:

- training to perform their dialysis
- routine clinical review
- assessment and treatment.

In this case the *PATS Specialist Certification* form is signed by the specialist dialysis nurse employed in the nurse lead clinic.

Assisted Reproductive Treatment (IVF)

Applicants receiving In Vitro-Fertilisation (IVF) treatment and other assisted reproductive treatment are eligible for PATS for referral to specialist treatment covered by an item in the Medicare Benefits Schedule (MBS).

The woman's partner qualifies when he visits the specialist for his initial consultation and investigation (i.e. as a patient), and for one visit per cycle of treatment (i.e. as a patient). Neither the patient, nor the partner will be eligible for PATS assistance for additional trips for education or counselling.

In these instances videoconferencing should be considered. There is no automatic entitlement for the partner to travel as an escort unless the eligibility for escort travel apply.



Deceased Applicant or Escort

If an applicant or escort dies following an inter hospital patient transfer/ primary evacuation or PATS assisted travel to a hospital, the family may be eligible for assistance with the cost of transporting the deceased applicant or escort to their place of residence. When the deceased applicant or escort held a valid concession card or lived above the 26th parallel, then the local health service is responsible for the cost of transporting the deceased applicant or escort back to the country hospital nearest to the applicant or escort's permanent place of residence, providing the case is not the liability of another agency.

For non-concession cardholders and people living below the 26th parallel, the following applies:

- If an applicant or escort dies during a journey, or at the place of treatment, the travel allowance payable is deemed to be at the level of PATS subsidy, had the applicant or escort been repatriated to their place of residence via surface travel or, if surface travel had involved travel of more than 16 hours, air travel.
- Accommodation costs are not payable for the escort of the deceased applicant beyond the time of the applicant's death, unless transport is not immediately available.
- Assistance is also provided to the mother and child where the child dies after birth.

Department of Health Technical Bulletin BB053/00 01 July 2002 Transport of Deceased Persons for further details: http://intranet.health.wa.gov.au/circulars/pdfs/7731.pdf

Refractive Surgical Procedures

Applicants referred for excimer laser photorefractive keratotomy (PRK) and LASIK are eligible for the PATS. Due to the highly specialised equipment required, these procedures are only carried out at the Lions Eve Institute and Murdoch Eve Centre.

To be eligible for PATS assistance, the applicant must:

- be referred by an ophthalmologist and
- have a range of myopia -2 to -6 diopters.



Wheelchair Applicants

Applicants who are required to attend the Rehabilitation Technology Unit at Royal Perth (Rehabilitation) Hospital (Shenton Park) for complex wheelchair assessment and review (wheelchair prescription and assessment of seating and pressure needs) are eligible for PATS assistance. Referral to this clinic can be by a medical practitioner, physiotherapist or occupational therapist. Less complex adjustments may be able to be completed by local physiotherapy and/or occupational therapy staff where available.

Next Step (Alcohol and Drug Authority) Applicants

Applicants referred to Next Step specialist medical services (delivered by a medical specialist in addiction) are eligible to receive PATS assistance for the initial consultation for admission into a treatment or therapy program.

Child Birth

Applicants, who are entitled to the PATS assistance for the delivery of a child, are eligible for the PATS accommodation subsidy for a maximum of three nights prior to the delivery, unless medical reasons are provided by the GP Obstetrician or specialist Obstetrician as to why the applicant needs to be close to the hospital earlier than this.

Where an applicant lives in a remote area where no birthing facilities exist, then accommodation assistance is available for two weeks prior to the confinement date.

Assistance is not provided for an escort unless there are complications that put the mother or baby's life at risk or in cases when the mother and newborn may need an escort to return home, for example, a multiple birth.

Where a woman lives in a remote area where no birthing facilities exist, then accommodation assistance is available for two weeks prior to the confinement date.



Note: Medical conditions that usually prevent air travel during pregnancy include:

- Multiple pregnancy after 36th week or
- Flights > 4 hours single pregnancy after 36th week

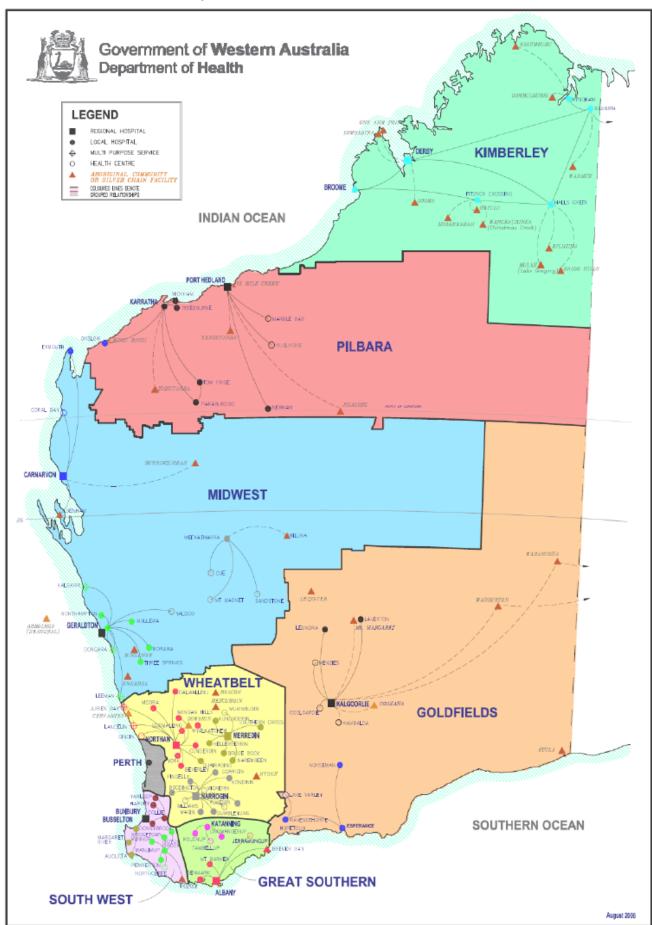
PATS assistance is not provided for an escort unless there are complications that put the mother or baby's life at risk or in cases when the mother and newborn may need an escort to return home, for example, a multiple birth.







SCHEDULE 7: WACHS Map









SCHEDULE 8: PATS Application Process Flow Chart

PATS Application has 12 months validity from date of first appointment for same specialist or Speciality

