



# Community Patient Transport Services – User guide

WA Health provides financial assistance to eligible Western Australians who need to travel to receive medical care.

The Community Patient Transport Service (CPTS) provides financial subsidy to Eligible Community Patients who are low or medium acuity travelling between community locations in the Perth metropolitan area, this includes transports from:

- Hospital to home or home to hospital
- Home to a medical facility
- Transports between medical and aged care facilities.

Additional information regarding CPTS eligibility is available here: [www.healthywa.wa.gov.au/Articles/N\\_R/Planned-community-transport](http://www.healthywa.wa.gov.au/Articles/N_R/Planned-community-transport)

## Useful definitions

**Medical referral:** The patient must have a written referral from a medical practitioner specifying that it is clinically necessary for the patient to be transported to and from medical facilities using Community Patient Transport Services.

**Clinically necessary:** means the patient requires transport to or from a medical facility to diagnose or treat an illness, injury, condition, disease or symptoms and requires minimal clinical supervision, monitoring or care during transport.

## To be eligible for CPTS a patient must:



Western Australian Resident



Over 65 years, or over 55 years for Aboriginal and Torres Strait Islanders



Written referral for transport from a medical practitioner



Clinically necessary to diagnose or treat an illness

## Out-of-pocket costs

- Patients aged 65 years and over who receive a pension are eligible for free transport
- Patients aged 65 years and over who do not receive a pension are eligible for a 50 per cent subsidy on transport as a partial concession.
- Aboriginal and Torres Strait Islander patients aged 55 to 65 years are eligible for a 50 per cent subsidy on transport as a partial concession.

## Panel of CPTS Providers



### Absolute Medical Response

Phone 1300 808 322

[www.absolutemedicalresponse.com.au/booking-patient-transport](http://www.absolutemedicalresponse.com.au/booking-patient-transport)



### Medical Edge

Phone 1300 427 944

<https://medicaledge.traumasoft.com/tripassistant>



### National Patient Transport

Phone 1300 628 728

[www.platinumhc.com.au/RTCustomerSite/booking](http://www.platinumhc.com.au/RTCustomerSite/booking)



### St John Ambulance

Phone (08) 9334 1234

<http://pts.stjohnwa.com.au/cts/bookings>



### Wilson Medic One

Phone 1300 284 940

<https://ambulance.wilsonmedicone.com.au/Identity/Account/Login>

## Making a booking

CPTS patients **must** provide their pension details (including Concession Card Number and/or Centrelink Customer Reference Number). Contact details for the 5 providers you can book with are provided on this page.

## Operational hours

- Transports may be booked on the day required, or in advance.
- Bookings can be made 24/7 via the online portal or via phone during business hours.
- All providers offer Community Patient Transport services between 6am and 10pm daily.

## Pricing

All bookings can be made on a pick and buy basis. There is a set price for all transport services to ensure consistent pricing across Service Providers.

Patients and booking coordinators can select any provider of their choice and are encouraged to utilise all CPTS providers on the panel. There are various vehicle options to suit patient needs (e.g. standard vehicle, single or double stretcher, and wheelchair).

## Discounts

- Discounted rates are offered to users for bookings made at least 24 hours in advance.

**Note:** Extra charges apply for out of hours and weekend transports.

## Assistance with travel costs to receive medical care

For additional information regarding assistance with travel costs to receive medical care, such as Patient Assisted Travel Scheme (PATS) and Interstate Patient Travel Scheme (IPTS) go to:

[www.healthywa.wa.gov.au/Articles/A\\_E/Assistance-with-travel-costs-to-receive-medical-care](http://www.healthywa.wa.gov.au/Articles/A_E/Assistance-with-travel-costs-to-receive-medical-care)

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