



Fact Sheet: Non-Emergency Planned Patient Transport Services (DoH20194700)

PLANNED COMMUNITY PATIENT TRANSPORTS

Contract Summary

DOH20194700 is for the Provision of Road Based Non-Emergency Planned Patient Transport Services (NEPPTS) throughout the Perth Metropolitan Area. NEPPTS Planned Community Transports commence on 15 August 2022 and expire 30 May 2027. NEPPTS Planned Community Transports include the transport of Eligible Community Patients to/from a community-based location, including transports from:

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

Eligible Patients

For a patient to be eligible for Planned Community Transports they must be a Western Australian Resident and have a written referral from a medical practitioner specifying that it is **Clinically Necessary** to be transported to and from a Medical Facility using Community Patient Transport Services. They also must be over the age of 65, or over the age of 55 if they identify as Aboriginal or Torres Strait Islander.

Clinically Necessary means:

- a) A patient requires transport to or from a Medical Facility to diagnose or treat an illness, injury, condition, disease or symptoms;
- b) The patient is expected to receive diagnosis and treatment of the illness, injury, condition, disease or symptoms which meets accepted standards of medicine;
- c) The patient requires minimal clinical supervision, monitoring or care during transport; and
- d) The patient has a referral or other documentation from a medical practitioner confirming that the patient requires clinical supervision, monitoring or care during transport.

Full Concession Patients

Eligible community patients who are in receipt of an age pension under part 2.2 of the *Social Security Act 1991* receive a free transport service, with 100% of the cost met by the Department of Health.

Partial Concession Patients

Eligible community patients who are not in receipt of an age pension under part 2.2 of the *Social Security Act 1991* are required to pay 50% of the cost of transport, with the remaining 50% met by the Department of Health. Partial Concession patients will be invoiced for this fee directly from the Service Provider.

Contract Information

There are four (4) Service Providers on the NEPPTS Planned Community Transport panel:

1. Medical Edge;
2. National Patient Transport;
3. St John Ambulance; and
4. Wilson Medic One.

Service Providers offer a range of transport options, including standard vehicles, wheelchair vehicles, and stretcher vehicles. Service Providers may also offer double stretcher services. Service users should select most appropriate vehicle to suit the patient's clinical requirements.

For any issues relating to the Contract, please contact the Procurement and Contracting Unit (PCU) royalst.contractmanagementstrategic@health.wa.gov.au

Making a Booking

Transports may be booked on the day required, or in advance. Discounted rates are offered to users for the same type of transport if you book at least 24 hours in advance.

Bookings can be made through each Service Provider as outlined below:

Service Provider	Telephone	Online Portal
Medical Edge	1300 427 944	https://medicaledge.traumasoft.com/tripassistant/
National Patient Transport	1300 628 728	https://www.platinumhc.com.au/RTCustomerSite/booking.aspx
St John Ambulance	(08) 9334 1234	http://pts.stjohnambulance.com.au/login.aspx
Wilson Medic One	1300 284 940	https://ambulance.wilsonmedicone.com.au

Service Provider	First Time User Access
Medical Edge	Users can submit an online form to request access at: https://ambulance.wilsonmedicone.com.au .
National Patient Transport	Please contact the Service Provider on 1300 628 728 ¹ . ¹ Users will soon be able to register via an online portal. Further details will be provided shortly.
St John Ambulance	For a username and password please contact Service Provider on (08) 9334 1234.
Wilson Medic One	Users can request access by emailing wanepts@myedge.com.au .

Pricing

All purchases can be made on a pick and buy basis. The Department has set the price for all service lines, resulting in consistent pricing across all Service Providers. This creates a more fair and competitive market and ensures a sustainable patient transport service for the community of Western Australia (WA). Medical Facilities can select any provider of their choosing. However, to ensure a fair share of the work and to provide the best clinical outcome of patients (timeliness), the Department strongly encourages buyers to utilise all Service Providers on the panel.

Prices agreed with the Service Providers are enclosed.

Non Emergency Planned Patient Transport Services Pricing Schedule (DOH20194700)

Community Transport

FY 2022/2023

Undefined Routes	Vehicle Options	Acuity	Standard hours	Weeknight	Saturday	Sunday
			Pick up between 6.30am and 6pm Monday to Friday	Pick up between 6.01pm and 10pm Monday to Friday	Pick up between 6.00am and 10pm	Pick up between 6.00am and 10pm
			\$ (GST ex)	\$ (GST ex)	\$ (GST ex)	\$ (GST ex)
Base Fee	Standard Vehicle	Low	\$ 100.03	\$ 117.03	\$ 150.04	\$ 175.05
		Medium	\$ 100.03	\$ 117.03	\$ 150.04	\$ 175.05
	Single Stretcher	Low	\$ 190.01	\$ 222.31	\$ 285.02	\$ 332.52
		Medium	\$ 190.01	\$ 222.31	\$ 285.02	\$ 332.52
	Double Stretcher (Per Trip)	Low	\$ 381.82	\$ 446.73	\$ 572.73	\$ 668.18
		Medium	\$ 381.82	\$ 446.73	\$ 572.73	\$ 668.18
	Wheelchair	Low	\$ 131.02	\$ 153.29	\$ 196.53	\$ 229.29
		Medium	\$ 131.02	\$ 153.29	\$ 196.53	\$ 229.29
Per Kilometre Fee	Standard Vehicle	Low	\$ 1.92	\$ 2.25	\$ 2.88	\$ 3.36
		Medium	\$ 2.11	\$ 2.47	\$ 3.17	\$ 3.69
	Single Stretcher	Low	\$ 3.13	\$ 3.67	\$ 4.70	\$ 5.48
		Medium	\$ 3.45	\$ 4.03	\$ 5.17	\$ 6.03
	Double Stretcher (Per Trip)	Low	\$ 3.02	\$ 3.53	\$ 4.53	\$ 5.28
		Medium	\$ 3.32	\$ 3.88	\$ 4.98	\$ 5.81
	Wheelchair	Low	\$ 2.25	\$ 2.63	\$ 3.38	\$ 3.94
		Medium	\$ 2.48	\$ 2.90	\$ 3.71	\$ 4.33

Pricing Notes:

Cancellation Fees may apply if the vehicle has been dispatched

Standard Vehicle- 65% of the total trip fare

Single Stretcher - 57% of the total trip fare

Double Stretcher- 55% of the total trip fare

Wheelchair- 56% of the total trip fare

Public Holiday Surcharge - 150%

Notice Period of less than (<) 24 hours, a Notice Period Adjustment will be applicable at 107%. This adjustment is only applicable to the variable fee, not the base fee.

Wait and Return \$141.49 (per hour)