

Department of Health and Human Services

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Non-Emergency Patient Transport Licence Certificate

Ambulance Service Act 1982, Section 35D

This is to certify that:

Licence No.	NEPT-2017-02
Has been issued to:	Ambulance Private Pty Ltd, ABN 78 083 065 605
Located at:	PO Box 53 BATTERY POINT, Tasmania 7004
For:	the provision of non-emergency patient transport services as defined by, and in accordance with, the <i>Ambulance Service Act 1982</i> .

This licence is issued under s.35D of the *Ambulance Service Act 1982* and is subject to the attached Schedule of Conditions.

This licence commences on the day it is signed by the Secretary and expires five years after that date.

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Secretary

11.01.2017

Date

Schedule of Licence Conditions – Non-Emergency Patient Transport (NEPT)

Ambulance Service Act 1982, Section 35F

Name of Licensee Ambulance Private Pty Ltd	Address of Licensee PO Box 53, Battery Point Tas 7004
A.B.N. 78 083 065 605	Licence No: NEPT-2017-02

I Conditions and Commencement

- 1.1 The licence issued to Ambulance Private Pty Ltd under s.35D of the *Ambulance Service Act 1982* is subject to the conditions in this document under s.35F of the *Ambulance Service Act 1982* from the date the licence commences until such time as conditions are prescribed in regulations.
- 1.2 This licence commences on the day it is signed by the Secretary and expires five years after that date.

2 Interpretation

- 2.1 In these Conditions, including the Annexures to the Conditions, unless the contrary appears -

“Act” means the *Ambulance Services Act 1982*

“Carer Escort”, for a patient, means a family member, friend or carer of the patient who –

- (a) is willing to travel with the patient while the patient is being provided with non-emergency patient transport services and
- (b) has been approved by the licensee who is providing non-emergency patient transport services to the patient, to so travel with the patient.

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“Clinical Escort”, for a patient, means a registered nurse or enrolled nurse who has successfully completed training that specifically relates to the practice of non-emergency patient transport services.

“Crew Member” of a NEPT vehicle, means a patient transport officer, or a clinical escort, who is providing non-emergency patient transport services from the NEPT vehicle.

“Licensee” means Ambulance Private Pty Ltd A.B.N. 78 083 065 605.

“Motor Vehicle” has the same meaning as in the *Vehicle and Traffic Act 1999*.

“NEPT Vehicle” means a Motor Vehicle which has been specifically equipped for the provision of first aid to, and the conveyance of, persons suffering from illness, disability, or injury

“Patient Transport Officer” means a person who –

(a) holds a Certificate III in Non-Emergency Client Transport or such other qualification as the Secretary determines to be an equivalent to that qualification; and

(b) is employed by a licensee to provide non-emergency patient transport services

“Reportable event” in relation to a patient being provided non-emergency patient transport services, includes –

(a) any injury or event that causes the patient to become unstable while the patient is being provided with the non-emergency patient transport services; and

(b) the transfer of the patient to Ambulance Tasmania; and

(c) the death of the patient while the patient is being provided with the non-emergency patient transport services; and

(d) an incident classified as a sentinel event by the Australian Commission on Safety and Quality in Healthcare.

“Secretary” means the Secretary, Department of Health and Human Services

“Services” means the NEPT services which, subject to compliance with the Conditions, the Licensee is authorised to provide.

In these conditions, unless the contrary appears -

(a) a word importing the singular includes the plural and vice versa

(b) a word importing a gender includes each other gender and

(c) a reference to a statute includes any regulation or other instrument made under the statute and includes any amendment or replacement of the statute or instrument.

2.2 In these conditions, terms defined in section 3 of the Act have the meanings given to those terms by that section.

3 Clinical Escorts

3.1 A clinical escort may be provided where a registered medical practitioner or registered nurse has assessed the patient as being appropriate to receive NEPT services and the patient’s condition may also require personalised clinical care or observation.

4 Staffing of NEPT vehicles

4.1 Unless otherwise specified, a NEPT vehicle must –

(a) be staffed by at least two crew members, of which at least one must be a patient transport officer; and

(b) at least one crew member must –

(i) travel in the compartment of the vehicle where the patient is travelling; and

(ii) provide support and care to the patient if required.

4.2 If a patient being transported in a NEPT vehicle is a patient requiring clinical escort –

(a) the NEPT vehicle must be staffed by at least two crew members, of which one must be a clinical escort; and

(b) the clinical escort must travel in the compartment of the vehicle where the patient is travelling and provide support and care to the patient if required.

4.3 A NEPT vehicle may only be staffed by a single patient transport officer if –

(a) the vehicle is equipped with a communication system that enables a person travelling in the rear of the vehicle to contact and verbally communicate with the patient transport officer; and

(b) the patient being provided non-emergency patient transport services in the vehicle –

(i) is able to remain sitting or lying down in the vehicle unaided; and

(ii) is able, physically and cognitively, to operate the communication system, or is travelling with a carer escort who is able to operate that system; and

(iv) where the patient is suffering from confusion, disorientation or impaired cognitive function, is travelling with a carer escort who has experience with managing the patient's confusion, disorientation or impaired cognitive function.

5 Personnel

5.1 Any NEPT service provided by the Licensee pursuant to these conditions must be provided by a person who is qualified as required by these conditions with respect to that service and the Licensee has seen sufficient documentary evidence to verify those qualifications.

5.2 The licensee must not allow a person to provide unsupervised non-emergency patient transport services, under the authority of the NEPT licence of the licensee, unless the licensee is satisfied that the person has –

(a) lawfully provided non-emergency patient transport services, being services as defined by the Act, within the two years immediately before providing unsupervised non-emergency patient transport services under the authority of the NEPT licence of the licensee; or

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(b) successfully completed at least 300 hours of supervised patient care within the six months immediately before providing unsupervised non-emergency patient transport services under the authority of the NEPT licence of the licensee.

5.3 The licensee must not employ a person to provide non-emergency patient transport services under the authority of the NEPT licence unless the licensee is satisfied, after having regard to the person's criminal history, that –

(a) the person is an appropriate person to provide the services; and

(b) it is not against the public interest for the person to provide the services.

5.4 A licensee must not allow a person to provide non-emergency patient transport services, under the authority of the NEPT licence of the licensee, unless the licensee is satisfied that the person has been immunised against the following diseases:

(a) Hepatitis B (Hep B) including post vaccination serology;

(b) Measles, Mumps, Rubella (MMR);

(c) Varicella Zoster;

(d) Pertussis (dTpa)

and any other required immunisations that may be specified by the Secretary.

5.5 A licensee must provide each person providing non-emergency patient transport services under the authority of the NEPT licence of the licensee with an identification tag for the person that displays –

(a) the name of the person; and

(b) a photograph of the person; and

(c) in a font of at least 14 points, the words “Non-emergency Patient Transport” which is followed, in a font of at least 12 points, the words “patient transport officer” or other relevant staff officer title; and

(d) in any sized font, the business name of the NEPT Service operated by the licensee.

5.6 A person provided with an identification tag by a licensee must wear the identification tag so that the identification tag is visible to others when providing non-emergency patient transport services under the authority of the NEPT licence of the licensee.

5.7 A person provided with an identification tag by a licensee must produce the identification tag as soon as practicable if requested to do so.

5.8 A licensee must keep the following records in respect of each person that is providing non-emergency patient transport services under the authority of the NEPT licence of the licensee:

(a) the full name and address of the person;

(b) the date of birth and gender of the person;

(c) a copy of evidence provided by the person that verifies the person's identity that would equal 100 points or greater if used as verification under the *Financial Transaction Reports Act 1988* of the Commonwealth;

(d) the position title the person holds within the NEPT Service;

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- (e) a copy of the evidence used to validate the person's qualifications, including a copy of evidence provided to validate the currency of those qualifications, if applicable;
- (f) details of the relevant clinical experience of the person;
- (g) the registration number of the person, if the person is registered with a relevant professional body;
- (h) a copy of the most recent registration certificate of the person, if the person is registered with a National registration authority;
- (i) a copy of any documents used to determine whether –
 - (i) the person is an appropriate person to provide non-emergency patient transport services; and
 - (ii) it is not against the public interest for the person to provide non-emergency patient transport services;
- (j) a copy of evidence of the person's most recent immunisation status in respect of the diseases specified in these conditions.
- (k) the licence number of the person's drivers licence, if he or she holds such a licence;
- (l) any other information in respect of a person that the Secretary determines is to be kept as part of a record.

5.9 A licensee must not dispose of any record required to be kept in respect of a person until at least seven years after the person ceases to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee.

6 Vehicles and Equipment

6.1 A licensee must ensure that a NEPT vehicle, used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee –

- (a) is manufactured less than 12 years before the NEPT vehicle is used to provide those services; and
- (b) meets any other relevant statutory requirements for vehicles in this State; and
- (c) every 12 month period after the vehicle has reached five years of age, or has travelled 200,000 kilometres or more, has been inspected at a vehicle inspection station authorised and found to be roadworthy for the purposes of the *Vehicle and Traffic Act 1999*; and
- (d) complies with the requirements of AS/NZS 4535:1999, as amended or substituted from time to time, in respect of any stretcher, seating or other floor locking required in the vehicle to provide the non-emergency patient transport services; and
- (e) is a vehicle, or one of a class of vehicles, approved by the Secretary for the delivery of NEPT services.

6.2 A licensee must ensure that each stretcher used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee is used in accordance with the manufacturer's instructions.

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- 6.3 A licensee must ensure that at least one crew member staffing a NEPT vehicle used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee, has been trained in the operation of the stretchers that are supplied for use in the vehicle.
- 6.4 A person must not operate a stretcher being used to provide non-emergency patient transport services under the authority of a NEPT licence unless the person –
- (a) has been trained in the operation of the stretcher; or
 - (b) is operating the stretcher with a person who has been trained in the operation of the stretcher.
- 6.5 A licensee must ensure that all apparatus used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee –
- (a) is in good working order; and
 - (b) is to be used for its intended purpose; and
 - (c) if applicable, is maintained in accordance with AS/NZS 3551:2004, as amended and substituted from time to time; and
 - (d) complies with any other relevant ADR requirements and relevant Australian Standards (whether published independently or jointly), as amended or substituted from time to time.
- 6.6 If a licensee provides a defibrillator to be used, if required, by a person while the person is providing non-emergency patient transport services under the authority of the NEPT licence of the licensee, the licensee must ensure that the defibrillator is an automatic external defibrillator.
- 6.7 Before a NEPT vehicle is dispatched to provide non-emergency patient transport services under the authority of the NEPT licence of a licensee, the licensee must ensure that any electrical apparatus carried in the vehicle is fully charged.
- 6.8 A patient transport officer must use any apparatus, for the purposes of providing non-emergency patient transport services under the authority of a NEPT licence, in accordance with the instructions of the manufacturer of the apparatus.
- 6.9 A licensee must ensure that all apparatus that is used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee, is installed and maintained in accordance with the instructions of the manufacturer of the apparatus.
- 6.10 In relation to each piece of apparatus that is used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee, the licensee must –
- (a) maintain a record of all maintenance, and repairs, performed on the apparatus; and
 - (b) keep the record maintained under paragraph (a) until the apparatus is no longer used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee.
- 6.11 A patient transport officer must refuse to provide non-emergency patient transport services, under the authority of a NEPT licence, to a patient if an item is required to be transported with the patient; and the item has been provided by a person other than the

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licensee for the NEPT licence; and the patient transport officer, or the licensee for the NEPT licence –

- (a) reasonably believes that the item is unsafe to transport; or
- (b) reasonably believes that there is no safe means of transporting the item.

6.12 A licensee must ensure that each NEPT vehicle used to provide non-emergency patient transport services under the authority of the NEPT licence of the licensee is fitted with a fully functioning means of communicating, while the NEPT vehicle is providing such services, with –

- (a) any base of operations for the NEPT Service; and
- (b) the destination where the patient is being transported to while being provided with non-emergency patient transport services in the vehicle; and
- (c) the State Operations Centre of Ambulance Tasmania.

6.13 The Licensee must provide the Secretary with the Licensee's proposed NEPT vehicle livery and signage for the Secretary's approval.

6.14 The Licensee must comply with any requirement imposed by the Secretary in relation to the livery and signage upon an NEPT vehicle which is used in the provision of the Services, within such time as the Secretary may specify.

6.15 In the event that an NEPT vehicle breaks down whilst a patient is in transit and the patient's medical condition is unstable, the Licensee must immediately notify the State Operations Centre of Ambulance Tasmania and arrange for the immediate transfer of the patient to the care of the Ambulance Tasmania.

7 Clinical audit and review

7.1 The licensee must submit its clinical governance arrangements for approval by the Secretary. The clinical governance arrangements must include adequate procedures in place for credentialing of staff, clinical case audit and review, clinical incident monitoring, quality assurance and complaints investigation.

7.2 If a reportable event occurs in relation to a patient being provided non-emergency patient transport services under the authority of a NEPT licence, the licensee for that NEPT licence must ensure that –

- (a) as soon as practicable after the event occurs, details of the event must be recorded in a form approved by the Secretary; and
- (b) within 7 business days after the event occurs, a copy of the form completed under paragraph (a) is –
 - (i) attached to the patient care record of the relevant patient; and
 - (ii) forwarded to the Secretary.

7.3 If required to do so by notice in writing from the Secretary, the Licensee must enable a person nominated by the Secretary to accompany the Licensee in the provision of the

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Services, for the purpose of observing the manner in which the Services are being provided.

7.4 The Licensee must -

- (a) carry out any clinical audit of the Services which may be required by notice in writing from the Secretary or from the chairperson of any committee declared to be an approved quality assurance committee under s 36A of the Act, doing so in accordance with the terms of that notice and by the time required in the notice which will not be less than four working days; and
- (b) provide a report in relation to the audit in accordance with the terms of the notice by which the audit was required and by the time required in the notice which will not be less than four working days; and
- (c) produce such information or documentation in relation to the audit as the person who required the audit may by notice in writing require, doing so by the time required in the notice which will not be less than four working days; and
- (d) cooperate with any request by the person who required the audit to either personally or by another person inspect records or interview personnel in relation to any matter raised by the audit or to which the audit is relevant.

8 Records and reporting

8.1 A licensee for a NEPT Service providing non-emergency patient transport services under the authority of the NEPT licence of the licensee must –

- (a) keep, and maintain, all relevant records in relation to the NEPT licence accurately; and
- (b) store all relevant records in relation to the NEPT licence in a secure manner in accordance with the *AS/NZS 7799.2:2003, Information Security Management – Specification for information security management systems*, as published jointly by the Standards Association of Australia and the Standards Association of New Zealand, as in force from time to time.

8.2 The Licensee must cause patient care records to be completed and maintained in accordance with, and must otherwise comply with each of, the requirements specified in Annexure I.

8.3 The Licensee must ensure that confidentiality is maintained in respect of all patient care records made in connection with the provision of the Services.

8.4 The Licensee must, on written notice from the Secretary, permit any person nominated in writing by the Secretary to inspect and copy any records relating to the provision of the Services.

8.5 The Secretary may require a separate external audit of patient care records be conducted from time to time by a person appointed by the Secretary.

9 Audit and Inspection of Vehicles and Equipment

9.1 The Licensee must -

- (a) carry out any audit of the vehicles and equipment used by the Licensee in providing the Services which may be required by notice in writing from the Secretary, doing so in accordance with the terms of that notice and by the time required in the notice which will not be less than four working days; and
- (b) provide a report in relation to the audit in accordance with the terms of the notice by which the audit was a required and by the time required in the notice which will not be less than four working days; and
- (c) produce such information or documentation in relation to the audit as the person who required the audit may by notice in writing require, doing so by the time required in the notice which will not be less than four working days; and
- (d) cooperate with any request by the Secretary, whether made in connection with such an audit or otherwise, to either personally or by another person inspect vehicles or equipment used in the provision of the Services.

9.2 If a vehicle fails an audit, it is deemed not to be approved for delivery of NEPT services until remedial action is taken such that the vehicle passes the audit, unless the Secretary determines otherwise in writing.

10 Insurance

10.1 The Licensee must take out and keep current -

- (a) public risk insurance policy to cover liability for personal injury or death or property damage arising from the operations authorised by these conditions, in the amount of not less than \$10 million for any one claim or series of claims arising out of a single occurrence; and
- (b) professional indemnity insurance for an amount of not less than \$5 million for any one claim or series of claims arising out of a single occurrence.

10.2 The Licensee must provide written proof of the currency of such insurance at least annually by 1 September of each year or as the Secretary may by notice in writing require, within such time and in such manner as is specified in the notice.

11 Other

11.1 The Licensee must comply with all relevant laws in providing the Services, and must take all reasonable steps to ensure that all persons used in providing the Services do likewise.

11.2 A licensee must not create, or distribute, information or promotional material that –

- (a) states, implies or infers that the licensee, or an organisation operated by the licensee, is authorised to provide ambulance services; or
- (b) states, implies or infers false or misleading information in respect of the NEPT Service operated under the authority of the NEPT licence held by the licensee.

ANNEXURE I

REQUIREMENTS IN RELATION TO PATIENT RECORDS

The licensee must ensure that –

- (a) an accurate patient care record is kept in respect of each patient provided non-emergency patient transport services under the authority of the NEPT licence of the licensee; and
- (b) any patient care record within his or her control are kept, and are treated, in a confidential manner; and
- (c) if the destination of a patient is a hospital, or commercial facility, that is equipped for the care of people on a live-in basis, the information contained in the patient care record for the patient is verbally communicated to an employee of the hospital or facility who is receiving the patient at the hospital or facility.

A patient care record must include the following information in respect of a patient:

- (a) the name of the patient;
- (b) the residential address of the patient, if known;
- (c) the date of birth and gender of the patient;
- (d) each relevant unique reference number of the patient that is known;
- (e) the details of all medical conditions of the patient that are relevant to the provision of non-emergency patient transport services to the patient;
- (f) the name of the medical practitioner or registered nurse from the facility who is sending the patient, that assessed the patient as being likely to remain stable for the duration of the transport;
- (g) the reason the patient was being provided with non-emergency patient transport services;
- (h) the date that the patient was provided with non-emergency patient transport services;
- (i) the location where and time at which –
 - (i) the patient was initially provided non-emergency patient transport services; and
 - (ii) the non-emergency patient transport services ceased to be provided to the patient;
- (j) the reason the non-emergency patient transport services ceased to be provided in respect of the patient;
- (k) the names and titles of each person who provided the non-emergency patient transport services to the patient;
- (l) any care provided to the patient while the patient was being provided non-emergency patient transport services;
- (m) any observations made in respect of the patient while the patient was being provided non-emergency patient transport services;
- (n) any unusual or unexpected events that occurred during the patient being provided with non-emergency patient transport services;

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(o) any other information the Secretary determines is to be kept as part of a patient care record.

A licensee must provide a copy of a patient care records in respect of the patient if requested to do so by a person, who has provided evidence to the satisfaction of the licensee that the patient has consented to the person being provided with a copy of the patient care record.