



Government of Western Australia
WA Country Health Service

Patient Assisted Travel Scheme (PATS) Guidelines



The Patient Assisted Travel Scheme (PATs)

Providing equitable access to specialist medical services for people living in country Western Australia.



Artwork

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Document Information

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If you would like to comment on these Guidelines or would like it in alternative formats, please contact WA Country Health Service Communications at WACHS.Comms@health.wa.gov.au.

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Patient Assisted Travel Scheme (PATs)

What is PATs?

PATs reduces the cost of accessing specialist medical services that are not available locally by providing a subsidy towards the cost of travel and accommodation.

PATs is available for permanent residents of country Western Australia who are:

- **Required to travel more than 100 kilometres** (one way) to access the nearest eligible specialist medical services, or
- **Required to travel more than 70 kilometres** (one way) to access renal or cancer treatment.

Eligible services can be provided by public or private providers and can be delivered by face-to-face or [telehealth](#)¹.

PATs is also available to:

- assist PATs clients to have an **escort accompany them** during their travel (eligibility criteria applies);
- **return country residents to their home or transferring hospital** if they have been discharged from hospital after an emergency transfer or Inter Hospital Patient Transfer (IHPT) and they need to travel more than 100 kilometres; and
- assist with the cost of **returning a country resident to their home town if they die** while on PATs-eligible travel and need to be transported more than 100 kilometres. This includes escorts.

To apply for PATs, ask your specialist or GP to complete and sign Section B of a PATs Application/Claim Form.

For more information, contact your [local PATs office](#)² or scan the QR code to visit the [PATs website](#)³.



1. www.wacountry.health.wa.gov.au/Telehealth
2. www.wacountry.health.wa.gov.au/ContactPATs
3. www.wacountry.health.wa.gov.au/PATs



Patient Assisted Travel Scheme (PATs)

Eligibility

PATs intends to provide financial assistance (subsidies) to reduce the cost of accessing specialist medical services that are not provided locally.

You are eligible for PATs if you:

- are an **Australian citizen**, permanent resident or humanitarian visa holder,
- are a **resident of a country region**,
- hold or are eligible for a current **Medicare** card or a [Reciprocal Health Care Agreement Medicare card](#)¹,
- required to travel **more than 100 kilometres** one way to receive specialist treatment, or more than 70 kilometres one way to receive renal or cancer treatment, and
- are receiving an eligible **specialist medical service** that is provided by a medical practitioner who is registered with Medicare as a specialist.

What is eligible for PATs?

- Most Medicare-eligible specialist medical services are covered by PATs, but there are some categories that are excluded. A list of eligible services is on page 21 of the PATs Guidelines.
- The closest available eligible specialist medical service or telehealth service that meets the clinical timeframe specified by your referring practitioner. It does not matter if the service is public or private.
- Services within Western Australia. If your closest specialist service is not in Western Australia, assistance may be provided. Contact your local PATs office or refer to the [Interstate Patient Transfer Scheme](#)² for more information.

Not being eligible for PATs does not stop you from arranging or attending the specialist services.

If you do not meet this eligibility criteria, but you think you meet the intent of PATs, you may be eligible for subsidies through an Exceptional Ruling. Contact your local PATs office to discuss your circumstances.

Contact your [local PATs office](#)³ for more information.

1. www.servicesaustralia.gov.au/individuals/services/medicare/reciprocal-health-care-agreements
2. www.health.wa.gov.au/Articles/F_I/Interstate-patient-transfer-scheme
3. www.wacountry.health.wa.gov.au/ContactPATs

Eligibility

Who is eligible for PATS?

To receive PATS subsidies, you must meet each of the criteria below:

1. Australian citizen, permanent resident or humanitarian visa holder

You must be an Australian citizen, permanent resident or humanitarian visa holder (subclass 200-204).

You are not covered for PATS if you are on a bridging visa.

2. Western Australian country resident

You must live in a country region, as determined by the WA Country Health Service (WACHS), and you will need to provide proof of your residence in a country area. See a map of the WACHS regions on page 22.

Documents that can be used as proof of residency include your driver's license, health care card, or a utility bill (for water, gas or electricity).

If you have only been a country resident for a limited time, lease or mortgage documents may be used to prove your residency. There is no minimum length of time of country residency required to be eligible for PATS.

If you are a worker who travels around (an itinerant worker such as a fruit picker or roustabout), your place of residence is where you were staying when the travel for approved medical specialist services began. In this instance, a letter from your employer or your employment contract can be used as proof of country residency.

If you divide your time between two residences, your primary place of residence will be the address on your driver's license or the address registered for other official purposes (such as Medicare, Centrelink or the Australian Taxation Office).

If you have no fixed address, or are experiencing homelessness, a letter from your welfare or social worker, or referring practitioner can be accepted by your local PATS office to prove your country residency.

Peel residents can check their eligibility by contacting [Peel PATS](#) (South Metropolitan Health Service).

3. Medicare card holder

You must have, or be eligible to have, a current Medicare card or a [Reciprocal Health Care Agreement Medicare card](#).

4. Receiving treatment from an eligible specialist practitioner

You must be receiving specialist medical treatment from a medical practitioner who is registered with Medicare Australia as a specialist. The list of PATS eligible services is on page 21 and in [Schedule 1 of the Health Insurance Regulations 2018](#) (Commonwealth).



5. Distance from specialist medical services

You are required to travel more than 100 kilometres (one way) from your home to your closest eligible medical specialist.

Limited assistance is available if you are required to travel between 70 and 100 kilometres (one way) for renal or cancer treatment.

Your local PATS office will determine the most direct or common route from the nearest town centre to your residence and the commercial business district (CBD) of the treatment centre you are travelling to. For travel to the Perth metropolitan area, this is the Perth CBD, regardless of which suburb your appointment is in. If you live a long way from your nearest town centre, talk to your local PATS office and they will add extra kilometres (the distance between your home and the town centre) to your PATS Application/Claim Form.

6. Services in Western Australia

Assistance is for services in Western Australia only. However, assistance for travel outside of the state may be provided if the referral is to the nearest specialist medical service and all other criteria are met. This mainly affects the Kimberley and Goldfields regions where the closest specialist may be in Darwin or Alice Springs. Refer to the [Interstate Patient Transfer Scheme](#) for treatments that are not available in Western Australia.

If you are a country resident whose treatment or travel do not meet the PATS eligibility criteria, you can contact your local PATS office to discuss your individual circumstances. If your circumstances meet the intent of PATS, your local PATS office may consider your application or claim under an Exceptional Ruling (see page 18). This means subsidies may be granted in some circumstances.

Not being eligible for PATS does not stop you from arranging or attending the specialist services, however you will not be eligible for PATS subsidies.

Who is not eligible for PATS?

You are not covered by PATS if you are:

- not a resident of a country region, as determined by WACHS. See a map of the WACHS regions on [page 22](#). This includes
 - Fly In Fly Out (FIFO) workers
 - metropolitan residents travelling in country regions for work or holidays
 - school or university boarders in the Perth metropolitan area
 - Christmas and Cocos Island residents. If you live on Christmas or Cocos (Keeling) Islands you are not covered by the Western Australian PATS, and the [Indian Ocean Territories Health Service](#) (IOTHS) is responsible for your patient assisted travel arrangements. Christmas Island Hospital can be contacted on +61 8 9164 8333. Cocos Island clinics can be contacted on +61 8 9162 7609 (Home Island clinic) +61 8 9162 6655 (West Island clinic).
- not eligible for a Medicare card or a [Reciprocal Health Care Agreement Medicare card](#).
- on a bridging visa
- claiming travel or accommodation assistance from any other organisation or source, such as payments from the Department of Veteran's Affairs or your health fund
- claiming damages or other payment for the injury or illness being treated
- injured in a motor vehicle accident and covered by insurance
- injured at work and you are covered by a work-related insurance scheme, such as workers' compensation
- in custody (in jail)
- travelling for treatment outside Western Australia (see [WA Interstate Patient Travel Scheme](#))

Contact your local PATS office if you are not sure of your eligibility.

What services are eligible for PATS?

PATS subsidies are provided to the **nearest available eligible (public or private) specialist medical service or telehealth service** that meets the clinical timeframe specified by the referring or treating practitioner.

Country residents who meet the PATS eligibility criteria (page 3) and are required to travel more than 100 kilometres (one way) to access the following services are eligible for PATS:

- Most Medicare-eligible specialist medical services (see the list of PATS eligible services on page 21)
- Appointments for cochlear implants or infant hearing test if they were not performed initially at birth or an abnormality was detected and follow up is required (this does not include general hearing test or hearing aids)
- Next Step or equivalent medical specialist supported inpatient treatment for addiction (travel subsidy only)
- Rehabilitation medicine
- Complex wheelchair assessment and review
- Oral maxillofacial surgery, including the management of facial trauma, such as a jaw fracture, serious dento-facial infections and oral malignancy (cancer). This does not include wisdom teeth removal, even if performed by an Oral and Maxillofacial specialist
- Dental services for children eight years or under if they need hospital-based management of severe dental trauma or severe dento-facial infections, such as cellulitis, or if they have a significant medical co-morbidity or other serious conditions, or require general anaesthetic
- Dental services for adults if they need hospital-based dental services and have a significant medical co-morbidity, or if they have special needs and require general anaesthetic
- Cleft lip and cleft palate treatment listed in the Medicare Benefits Schedule
- Radiological services not available locally (if Medicare-approved)
- Repatriation of deceased persons where person was PATS-eligible (see page 14)

Nearest and most appropriate approved medical specialist

PATS assistance is only available to the nearest appropriate eligible medical specialist. PATS does not differentiate between public or private specialists, nor between face-to-face consultations and telehealth consultations. This means that if the nearest appropriate medical specialist appointment is available by telehealth, you will be assisted to attend that appointment if the appointment is more than 100 kilometres away.

Your referring practitioner will account for your specific medical needs and urgency and put this in Section B of your PATS Application/Claim Form, if required. If you are referred to a specialist that is not the closest, you should make sure your PATS Application/Claim Form is assessed by your local PATS office before you travel.

If there is no suitable or direct transport service available, then travel to the most accessible service may be approved. You need to discuss this with your local PATS office.





Exceptions to the nearest specialist service criteria

If you urgently need to see a specialist, or the waiting list for a visiting specialist puts you at medical risk, you may be eligible for PATS subsidies to see a specialist who is not the closest.

There may be other medical reasons why the closest specialist is not the most appropriate specialist. Your referring practitioner should provide as much advice to your local PATS office as possible about the reason why the nearest service is not the most appropriate (such as complexity, the requirement for a subspecialty, specific information about why the regional service is not suitable etc.) These cases will be considered as an Exceptional Ruling (see page 18).

Telehealth and follow up appointments


If you have a follow up appointment, it may be delivered by telehealth at your local health service if medically appropriate. Ask your specialist or doctor if your appointments can be delivered by telehealth.

If there is a closer specialist to where you live or the appointment can be delivered by telehealth, you will not be eligible for PATS to attend your nominated or original specialist, including instances where a specialist you have previously seen is further than 100 kilometres from where you now live.

What services are not covered by PATS?

Patients who are travelling for the following services are not eligible for PATS subsidies.

- Treatment that is available locally including services that are able to be delivered by telehealth
- Treatment not covered by a Medicare Benefits Schedule (MBS) item number
- Second opinions, unless requested by the treating medical specialist
- Radiological procedures, if available locally
- Non-specialist medical treatment, including treatment by a general practitioner or nursing services
- Research and clinical trials
- Experimental treatments
- Consultations required for legal purposes
- Consultations required for educational support services
- General dental or orthodontic services, including but not limited to:
 - wisdom teeth extraction, even if general anaesthetic or sedation is required
 - orthodontic treatment (braces)
 - non-surgical temporo-mandibular (jaw) joint treatment
 - implant surgery or crown and bridge treatment
 - endodontics (root canal therapy)
- periodontal (gum) surgery or treatment
- routine oral medicine services
- Allied health and other health services including:
 - physiotherapy
 - clinical psychology
 - occupational therapy
 - podiatry/podiatric surgery
 - speech pathology
 - dietary and nutrition services
 - respiratory therapy
 - cosmetic surgery
 - complementary health treatments, (acupuncture, herbal therapy etc.)
- Residential care services
- Diagnostic work-up visits, if available locally
- Services related to surrogacy arrangements
- Services provided by a general practitioner at a skin clinic
- Workplace medical assessments
- Treatment in an emergency department, unless you have been referred to see a specialist in the emergency department.
- Assistance for live organ donation (see Live Organ Donation Scheme on page 25)



Contact your local PATS office if you would like to discuss your eligibility.



Patient Assisted Travel Scheme (PATs)

Escorts

An escort is a support person who travels with you to your appointment to assist you with your travel. An escort needs to be considered necessary by your referring practitioner or treating specialist to be approved for PATs subsidies.

You are eligible for an escort if you are a PATs-eligible patient **and** meet at least one of the following criteria:

- You are receiving **cancer treatment**
- Require a **carer** or someone to **legally make decisions** on your behalf
- Are travelling for **childbirth** or your doctor has required you to be near a hospital before or following birth
- Have a **clinical recommendation**, including for **emotional support** due to attending an appointment that is likely to result in a significant diagnosis, be distressing, or require **psychological support**
- Require **cultural or linguistic support**
- Are experiencing or living with an **intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or disability** or are **frail or frail aged**
- Require **journey navigation** to ensure the safe and successful travel to and from the appointment or accommodation, if services such as [Country Health Connection](#)¹ are not available or appropriate
- Are **under 18-years-old**

Who can be an escort?

An escort must be 18 years of age and be able to fulfil the role of an escort.

If you do not meet the escort eligibility criteria but you think you may be eligible for an Exceptional Ruling, contact your local PATs office to discuss your circumstances.

Contact your local PATs office, GP or specialist if you think your escort eligibility may have changed. If you develop a new need for an escort during your trip, your specialist will need to describe why this is needed on your PATs Application/Claim Form.

For more information, contact your [local PATs office](#)² or visit the [PATs website](#)³.

1. www.wacountry.health.wa.gov.au/Our-patients/PATsresources

2. www.wacountry.health.wa.gov.au/ContactPATs

3. www.wacountry.health.wa.gov.au/PATs

Escorts


What is an escort?

An escort is a support person who travels with you to your appointment to assist you. If you are eligible to have an escort, your escort will also receive PATS travel and/or accommodation subsidies.

Who is eligible for an escort?

You are eligible for an escort if you are a PATS-eligible patient **and** meet at least one of the escort eligibility criteria:

Category	PATS escort eligibility criteria
Cancer treatment	You are travelling to receive cancer treatment under a medical specialist. This includes chemotherapy, radiation, surgery and palliative care directly related to cancer treatment.
Carer or provision of necessary assistance, including decision making	You require a carer to be responsible for your medical or mental health treatment, such as dialysis, catheterising or administering treatment, or needs to tend to your personal care requirements or undertake your activities of daily living. You legally require support in decision making (see WA Health Consent to Treatment Policy).
Childbirth	You are travelling to give birth, or your doctor has required you to be near a hospital before or following birth, including for perinatal loss or late termination and threatened preterm labour.
Clinical recommendation for support	Clinical recommendation that you require support for your trip or appointment. This includes for: <ul style="list-style-type: none">• emotional support, where you are attending an appointment that is likely to result in a significant diagnosis or to be distressing, including for specialist palliative care or complex pregnancy care requiring specialist obstetric assessment, or• psychological support, where you require psychological support while travelling and attending appointments due to a mental health condition, historical trauma or you are experiencing family and domestic violence.
Cultural or linguistic support	You require support to assist you with cultural barriers or for cultural reasons that would inhibit you from attending an appointment. You require support with linguistic barriers, where you have a communication disability or where English is not your first language, including for Aboriginal languages and AUSLAN. Please note that escorts approved for cultural or linguistic support should not be to replace services provided by hospital Aboriginal Liaison Officers or formal interpreting services, if appropriate and available (see WA Health Consent to Treatment Policy).
Disability, impairment or frailty	You are living with an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or disability such as acquired brain injury, dementia, visual impairment, or mobility impairment. You are frail or frail aged, including older adults.
Journey navigation	You require journey navigation to ensure the safe and successful travel to and from the appointment or accommodation, if services such as Country Health Connection are not available or appropriate. This may include people from remote communities who are unfamiliar with the public transport at their destination.
Under 18	You are under 18-years-old.



Contact your local PATS office, referring practitioner or treating specialist if you have questions about your eligibility for an escort. If your escort is not approved, you are still able to have someone accompany you on your trip, however the escort's travel and accommodation costs will not be subsidised by PATS.

Escort to a patient who is in hospital

Escorts may not be approved if you are in hospital unless you have a life-threatening condition, or when required because of the reasons listed in the PATS escort eligibility criteria. This is because you are in the care of medical and nursing staff while you are in hospital.

If an escort does not stay with you when you are receiving treatment but is required to transport you to and from home, they may be able to claim two return journeys. Contact your local PATS office if this happens.

If an escort is required to stay in commercial accommodation while you are in hospital, they are eligible for an accommodation subsidy of up to \$102.75 per night.

Escort to a patient who has undergone Inter Hospital Patient Transfer or urgent medical transport

An escort may be approved if you need help to travel after you have been in hospital following an Inter Hospital Patient Transfer or after an accident or incident needing urgent medical transport by Royal Flying Doctor Service or ambulance to hospital more than 100 kilometres from where you live.

Escort to a newborn infant

If a mother and newborn are hospitalised together, the mother is the newborn's escort. If the mother has a medical condition and is unable to care for her newborn, the mother and the newborn may have separate escorts. The specialist must confirm that the mother is unable to provide the necessary care for her newborn.

Escort to children in boarding schools

If a child is a boarder in the Perth metropolitan area but is hospitalised and is under 18, a parent living in the country will be approved as an escort, even though the child is not PATS-eligible.

Voluntary Assisted Dying

If you are travelling to undergo Voluntary Assisted Dying, you are eligible to receive support from the [Voluntary Assisted Dying Statewide Care Navigator Service](#), including for assistance to access regional support packages. For more information, you can contact the team during standard work hours on (08) 9431 2755.

Who is eligible to be an escort?

An escort must be 18 years of age or older and be able to fulfill your needs, depending on the reason your escort has been approved. Your escort must accompany you as required.

If your escort is not 18 years of age or older, but is still able to fulfil your needs, contact your local PATS office to discuss.

Replacement escorts

If your escort needs to return home unexpectedly, or they become ill, a replacement escort may be approved. You will be asked to provide evidence about why your escort needs to return home. Contact your local PATS office to discuss your circumstances.





Patient Assisted Travel Scheme (PATs)

Travel Subsidy

The travel subsidy assists you to get you from your hometown to the town or city where you are going for treatment. It may not cover all costs associated with your travel.

The travel subsidy is not able to pay for travel around the town or city where your appointment is. If you are using public transport while in the Perth area, you can plan your journey with public transport online at the [TransPerth Plan Your Journey website](#)¹.

Subsidies available for travel more than 100 kilometres one way

Private vehicle (car)	16 cents per kilometre
Train or bus	Economy fare
Commercial flight	Economy fare Available if you would alternatively need to travel by road for more than 16 hours, more than 350 kilometres one way for cancer treatment, or if your referring practitioner or treating specialist certifies air travel is essential for clinical reasons.

Subsidies available for travel 70 to 100 kilometres one way

Patients receiving renal or cancer treatment	\$20 per return trip (flat rate) Renal treatment includes appointments with a nephrologist or vascular access consultant, surgery and follow up, home therapies training, pre-dialysis education and dialysis treatment. Cancer treatment includes surgery, radiotherapy and/or palliative intervention. It does not include diagnosis, consultations or treatment planning.
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Travelling by car?

1. Contact your local PATS office prior to travelling to see if you are eligible for travel subsidies.
2. If required, talk to your local PATS office to see if you are eligible for accommodation assistance. Let them know if you have any special requirements (if you use a wheelchair).

Travelling by air?

1. Contact your local PATS office in advance to see if you are eligible for air travel.
2. If required, talk to your local PATS office to see if you are eligible for accommodation subsidies. Let them know if you have any special requirements (if you use a wheelchair).
3. Plan how you will get from the airport to your accommodation or appointment. You can plan how to get to and from Perth airport on the [Perth Airport website](#)².

Live in York or Northam?

You are eligible for travel subsidies.

Live in the Peel Region?

Contact [Peel PATS](#)³.

Make sure you pack all the required documentation for your trip. This includes your PATS Application/ Claim Form, Medicare card, photo identification (such as a driver's license), and a Fitness to Fly form (if you are travelling by air) signed by your discharging hospital.

For more information, contact your [local PATS office](#)⁴ or visit the [PATs website](#)⁵.

1. www.transperth.wa.gov.au/Journey-Planner

2. www.perthairport.com.au/to-and-from-the-airport

3. www.rkpg.health.wa.gov.au/Our-services/Service-Directory/Peel-PATS

4. www.wacountry.health.wa.gov.au/ContactPATs

5. www.wacountry.health.wa.gov.au/PATs

Travel Subsidy

Travel subsidies are available to get you from your hometown to the city or town where you are going for treatment. Travel subsidies can be either fuel payments, taxi vouchers or air travel payments. The payments are made to eligible patients to make it easier to access specialist health services, and sometimes the payments may not cover all costs associated with travel.

Who is eligible for a travel subsidy?

Country residents who are required to travel over 100 kilometres (one way) to access specialist medical services may be eligible for a travel subsidy. If you do not fit within this criteria but think you may be eligible under an Exceptional Ruling, contact your local PATS office to discuss your circumstances.

You will need to keep tax receipts for your travel to have your travel subsidy reimbursed. This will need to be attached to your PATS Claim Form.

Travel between 70 and 100 kilometres for cancer or renal dialysis treatment

If you travel between 70 and 100 kilometres one way while you are receiving cancer or renal dialysis treatment, you are eligible for a \$20 (flat rate) travel subsidy for each return trip. Treatment may include radiotherapy, chemotherapy, dialysis and surgery, for example. This is regardless of whether the trip is by private car or other paid transport, and regardless of whether you are accompanied by an escort. The subsidy can be used for travel or accommodation.

York and Northam residents

If you live in the town boundaries of Northam or York, you are eligible for the travel subsidy. Contact the Wheatbelt PATS office for more information.

Travelling country residents

If you are a resident of a country region and you are temporarily away from home in another country region, and you need to access specialist medical services, you may be eligible for the travel subsidy. This applies only if the need for treatment was not known or not foreseeable when you left your usual place of residence. The travel subsidy is limited to returning you either home or to where you were when you needed medical assistance, whichever is less.

The PATS office in your region will be able to assist with arrangements as required.

If you are travelling to the metropolitan area for unrelated reasons (such as to visit family or for holidays) and you become sick or need to attend a medical specialist's appointment, you are not eligible for PATS to return home.

Travel home during extended periods of treatment

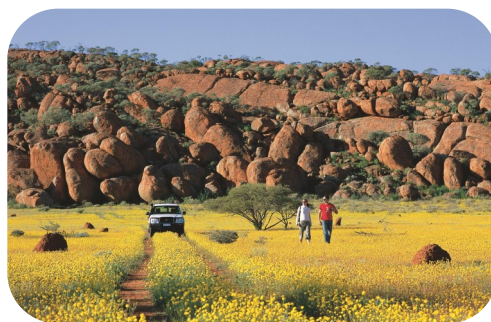
If you have to stay away from home for an extended period for treatment, PATS will not usually provide a travel subsidy to return home during this time. If you have an exceptional circumstance, you or your treating specialist can contact your local PATS office to discuss.

Relocated Dialysis Patients and Transport Assistance

If you were required to relocate so you could access dialysis treatment, and a dialysis satellite unit then becomes available close to your original home, a travel subsidy will be provided for the return journey.

Special requirements for travel

If you have special requirements for your travel, such as oxygen requirements, mobility aids or vision impairment, contact your local PATS office or referring practitioner as soon as possible to make sure your needs can be met while travelling.



Who is eligible for taxi travel assistance?

Taxi vouchers are only supplied if you have a medical or physical condition that requires them. Decisions are made by your local PATS office on a case-by-case basis. You may be eligible for taxi vouchers if you:

- are permanently unable to walk, or use complex walking aids
- are blind or have a severe visual impairment
- have a disability or condition that make it impractical for you to use other transport, such as an intellectual impairment
- are very ill and unable to use other transport, such as after a major surgical procedure.

Can I get travel subsidies in advance (assistance in advance)?

If you are eligible for PATS, you may receive your subsidies in advance for travel and accommodation on request. This is called “assistance in advance”. For travel, this is usually done by providing fuel cards or Local Purchase Orders for you to use at the service station or assisting to book flights if you are eligible.

Contact your local PATS office to see if they can help you before you travel. You need to allow enough time for PATS staff to be able to assist you - generally, at least 48 hours' notice is required. You will need to show proof that you have an appointment with a specialist to be able to access assistance in advance.

If assistance is paid in advance, you need to make sure you can pay the gap between the subsidy and the full cost of travel.

You will need to provide your local PATS office with proof you attended your appointment. If you do not do this, and PATS staff can't find other evidence that you went to your appointment, your future PATS subsidies may be delayed.

No cash payments will be made in advance.

What is not covered by travel subsidies?

Travel to the airport, bus or train station

Before you leave, you need to get yourself to the airport, bus or train station. When you arrive, you will need to make your own arrangements to get from the airport, bus or train station to your accommodation. You will also need to make your own arrangements to get from your accommodation to your appointment/s.

If you are not sure how to make your own arrangements, contact your local PATS office for assistance.

Other expenses such as parking and hire car costs

Travel subsidy does not cover parking in hospital car parks or other expenses associated with your travel. If you hire a car, you are eligible to claim the subsidy for fuel only—not any hire charges.

If you are in financial hardship, you should contact the Social Worker at the treating hospital to see if you are eligible for assistance from other sources.



Who is eligible for air travel?

Kimberley and Pilbara residents

If you live in the Kimberley or Pilbara and need to travel to Perth for an eligible appointment, you will be eligible to have PATS fund the cost of your commercial flight.

Goldfields, Great Southern and Midwest residents

If you live in the Goldfields, Great Southern or Midwest, air travel will be approved by the Regional PATS Coordinator and each request is assessed on a case-by-case basis.

Air travel will not be approved unless there is:

- medical reason provided by your doctor: There needs to be a reason more than convenience or preference. This includes travelling more than 350kms for cancer treatment.
- sufficient documentation: If your referring practitioner does not provide enough detail, the PATS office may request that they provide more information on the clinical (medical) risk if you don't travel by air.

Patients who are “fit to fly”

If you have been hospitalised and undergone a surgical procedure under general anaesthetic, the airline may need a Fitness to Fly or Travel Clearance Form. The flying exclusion from the date of the surgery may vary depending on the airline and the surgical procedure performed. You can check this with the airline.

Each airline has a different Fitness to Fly Form. Your treating hospital will ensure the Fitness to Fly Form is completed by the treating practitioner and send a copy to your local PATS office to use when booking your flight. You should always carry a copy of your Fitness to Fly Form with you.

You may also need extra accommodation days to fit with the medical requirements of the airline. Your treating specialist will need to note this on your PATS Application/Claim Form.

Contact your local PATS office for more information. Please note that PATS staff cannot make decisions on whether you need a Fitness to Fly Form.

Transport once you are in Perth

Your local PATS office can help you to find information on how to use public transport and other transport alternatives in Perth.

Public transport

There are a number of bus services that operate in Perth, including to and from the Perth domestic airport. The bus number you will need to take will depend on your destination (where your appointment or accommodation is). Public transport options, including bus numbers, can be found at the [TransPerth Journey Planner website](#).

Transport to and from the Perth airport

Information on car hire, taxis, rideshare and public transport can be found on the [Perth airport website under “to & from the airport”](#).

Country Health Connection

If you are Aboriginal and staying in an [Aboriginal Hostel](#), [Country Health Connection](#) provides limited transport assistance in the Perth area. Your local PATS office will be able to assist you to book Country Health Connection in advance. You will need to specify if you have any special travel requirements when booking Country Health Connection in advance (such as requiring wheelchair access or child seats).



Inter Hospital Patient Transfer or Urgent Medical Transport

If you are transferred from one hospital to another, or you are transferred to hospital by Royal Flying Doctor Service or ambulance, you may be eligible for a PATS travel subsidy to return home after you have been discharged. This includes for Hospital in the Home. The hospital discharging you needs to contact your local PATS office to arrange your return home before your discharge.

You are only eligible for a travel subsidy to return home after you have been discharged from hospital.

If you are required to return home by Royal Flying Doctor Service or ambulance, your discharging hospital will contact your local PATS office to arrange your trip. You will not have to pay for this transport if it is required.

You may also be eligible to have an escort support you. Check your escort eligibility on page 8.

Travelling country resident

If you were hospitalised while travelling in a country region, and you choose to return to that WACHS region, you will only receive the equivalent subsidy you would have got if you returned home. For example, if you live in Albany and you were travelling in Broome at the time you were hospitalised and were flown to Perth, you will only receive funding equivalent to returning from Perth to Albany. If there is a difference between the two amounts because you choose not to return home, you will receive the lesser amount.



Repatriating of deceased

PATS covers the base cost of repatriating the deceased to their former place of residence for a person who:

- was a patient who died within Western Australia while on Inter Hospital Patient Transfer or during PATS approved or PATS-eligible travel, or
- was an approved PATS escort supporting a patient travelling.

If a child dies after birth, the parent/s are provided with financial assistance for the transportation of the child's body.

Metropolitan hospital staff (usually a Social Worker or Aboriginal Liaison Officer) will arrange for the deceased person to be transported to the local health service or funeral director in consultation with families. [Country Health Connection](#) can assist Aboriginal families with these arrangements.

Your local PATS office will assist with repatriation arrangements.



Patient Assisted Travel Scheme (PATs)

Accommodation Subsidy

The accommodation subsidy is available when you need to stay away from home to receive specialist medical services.

You must **live more than 100 kilometres from your specialist** appointment and:

- the medical specialist certifies that **you need to stay overnight for follow-up**, or
- the **forward and return journeys cannot reasonably be completed in one day** because of factors such as:
 - time required travelling
 - type of travel
 - transport schedules and availability
 - appointment or treatment time, or
 - your medical condition

Accommodation can be commercial or private:

Commercial accommodation includes hotels, motels, inns, hostels (including Aboriginal hostels), caravan parks, and accommodation provided by charities or Not-For-Profit organisations. Your local PATS office can provide you with information on accommodation options that may be located close to your treatment centre or that offer lower cost options for PATS clients. You will need to submit a tax receipt from your accommodation provider with your PATS Claim Form.

Private accommodation includes private dwellings such as a house occupied by a friend or family member.

Subsidies available for accommodation	
Commercial ¹	Up to \$102.75 per night for a PATS applicant, and up to an additional \$15 for an approved escort
Private	\$20 per night each for a PATS applicant and an approved escort

Contact your [local PATS office](#)² if you are eligible for PATS accommodation subsidies or visit the [PATS website](#)³ for more information.

1. 2.75% CPI applied 1 July 2022

2. www.wacountry.health.wa.gov.au/ContactPATS

3. www.wacountry.health.wa.gov.au/PATS

Accommodation Subsidy

Accommodation subsidies are available to eligible patients where accommodation is required when accessing a specialist medical service. Accommodation can be either “commercial” or “private”.

Commercial accommodation

Commercial accommodation includes hotels, motels, inns, hostels (including Aboriginal hostels), caravan parks, and accommodation provided by charities or Not-For-Profit organisations. Your local PATS office can provide you with information accommodation options that may be located close to your treatment centre or that offer lower cost options for PATS patients. These providers are not endorsed by WACHS and WACHS does not have commercial agreements with any accommodation providers.

Private accommodation

Private accommodation includes private dwellings such as a house occupied by a friend or family member.

Accommodation subsidies for escorts

An escort is eligible for the standard accommodation subsidy rates unless an escort is required to stay in commercial accommodation while you are in hospital. In this instance, they are eligible for an accommodation subsidy of up to \$102.75 per night.

Who is eligible for accommodation assistance?

You are eligible for accommodation assistance only if you live more than 100 kilometres (one way) from the treatment centre and:

- the medical specialist certifies on your PATS Claim Form that you need to stay overnight for follow-up
- the forward and return journeys cannot reasonably be completed in one day because of factors such as:
 - time required travelling
 - type of travel
 - transport schedules and availability
 - appointment or treatment time, or
 - your medical condition

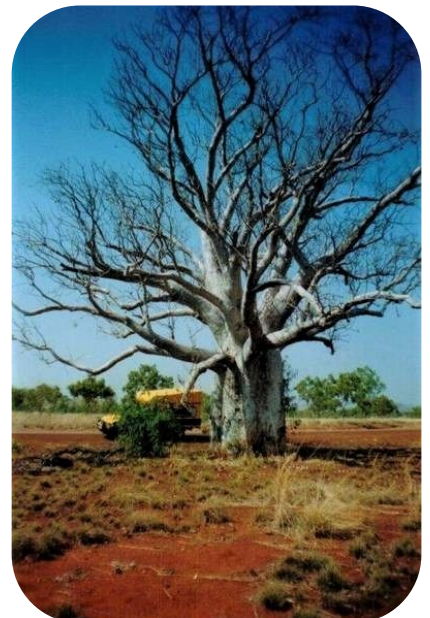
Accommodation subsidies beyond six months

Accommodation subsidies are for a maximum period of six months continuous. Contact your local PATS office for information on extensions in advance to your accommodation subsidy's end date.

If you have been staying in the treatment centre for more than six months, you will need to have your claim for the PATS subsidy re-assessed.

If there are special circumstances, a further extension of accommodation assistance may be granted under an Exceptional Ruling.

PATS accommodation subsidies will not be paid indefinitely and if you require continuous ongoing treatment you will need to consider relocating to be near the treatment centre. You may be eligible for assistance under the Department of Social Services' [National Rental Affordability Scheme](#), or able to receive Centrelink's [Rent Assistance](#).



Accommodation subsidies if you have been discharged but are not yet able to return home

You will be eligible for accommodation subsidies after you have been discharged from hospital if:

- you are required to stay at the treatment centre for outpatient specialist medical care, or for a short period for a follow-up appointment
- you cannot fly because of airline requirements (that is, you are not yet fit to fly)
- you cannot get immediate transport home after discharge because there is no transport available. For example, there are no buses or flights on that day, or
- you are required to wait overnight while you are in transit. For example, you are waiting for transport back to a remote community.

Accommodation for other associated health-related appointments, including allied health

If you are required to attend another associated health-related appointment after your specialist appointment, you may be able to extend your stay by one or two days. This includes for allied health or dental appointments. Contact your local PATS office to discuss if you have other associated health-related appointments to attend.

Booking of accommodation

Please be aware that your local PATS office does not book accommodation except for some hostels such as [Milroy Lodge](#), [Ronald McDonald House](#) or [Aboriginal Hostels](#).

Accommodation if your appointment runs behind schedule

If your appointment runs behind schedule and you cannot return home when you planned to, please ask your treating specialist to write this in Section C of your PATS Application/Claim Form. Let your local PATS office know as soon as you can and you may be eligible for a subsidy for your extra accommodation or travel expenses.

What is not covered by accommodation subsidies?

Accommodation subsidies may not cover all accommodation costs. PATS accommodation subsidies are not available while you are hospitalised.

Can I get accommodation subsidies in advance (assistance in advance)?

If you are eligible for PATS, you may receive your subsidies in advance for travel and accommodation on request. This is called “assistance in advance”. For accommodation, this is usually done by your local PATS office booking your accommodation on your behalf.

Contact your local PATS office to see if they can help you before you travel. You need to allow enough time for PATS staff to be able to assist you - generally, at least 48 hours' notice is required. You will need to show proof that you have an appointment with a specialist to be able to access assistance in advance. WACHS does not have any preferred providers, so let PATS staff know if there is somewhere you prefer to stay.

If you have special requirements for your accommodation, such as requiring an accessible room, contact your local PATS office or referring practitioner as soon as possible to make sure your needs can be met.

Sometimes you will not be able to claim accommodation assistance in advance for accommodation if the accommodation provider will not accept a Local Purchase Order from your local PATS office.

If subsidies are paid in advance, you need to make sure you can pay the gap between the subsidy and the full cost of accommodation.

You will need to provide your local PATS office with proof you attended your appointment. If you do not do this, and PATS staff can't find other evidence that you went to your appointment, your future PATS subsidies may be delayed.

No cash payments will be made in advance.





Patient Assisted Travel Scheme (PATs)

Reviews and Exceptional Rulings

Reviews can be requested if you have had your PATs Application/Claim Form declined.

1. Contact your local PATs office

You need to explain why you think the decision was incorrect.

2. Your local PATs office will review your application or claim

Your local PATs office may need to get advice from specialists to make sure they are giving you the right information. Your local PATs office may also call you to discuss your review.

The time it will take to review your application or claim depends on how complicated it is, but you should have a written outcome within four weeks. Let your local PATs office know if your request is urgent.

3. You receive an outcome

If you are found to be eligible for PATs after a review, your local PATs office will be able to help you finalise your PATs Application/Claim Form.

If you are found to be ineligible for PATs, you may ask to be considered under an Exceptional Ruling. If you are ineligible for PATs or an Exceptional Ruling, it does not mean you are not able to attend your appointment, it means you are not able to receive PATs subsidies.

Exceptional Rulings consider your individual circumstances and allow PATs subsidies to be approved if the intent of PATs is met, even if some of the strict eligibility criteria are not.

1. Request an Exceptional Ruling

You may be considered under an Exceptional Ruling if your PATs application or claim is declined, or your local PATs office escalates your claim where it meets the intent of PATs, but does not meet the eligibility criteria.

It is important that your Exceptional Ruling application has as much information and evidence as possible to support it. You may need a letter from your doctor or specialist explaining the details of your situation.

2. Your local PATs office and WACHS Regional Director will review your application

Your PATs office and WACHS Regional Director may need to get advice from specialists, and may also call you to discuss your circumstances.

3. You receive an outcome

If your Exceptional Ruling application is approved, your local PATs office will be able to help you finalise your application or claim.

If your Exceptional Ruling application is declined, the PATs Regional Coordinator will explain the reason why.

For more information contact your [local PATs office](#)¹ or visit the [PATs website](#)².

1. www.wacountry.health.wa.gov.au/ContactPATs

2. www.wacountry.health.wa.gov.au/PATs



Patient Assisted Travel Scheme (PATs)

Submitting a PATs Application or Claim

If you are eligible for PATs, you can make sure you complete your PATs Application/Claim Form correctly by following these steps:

Steps to completing your PATs Forms

Before your specialist appointment	1. PATs Application/Claim Forms are available from your local PATs office, hospital and many medical practices. Forms can also be downloaded from the PATs website under "PATs forms" ¹ .
	2. You will need to complete and sign Section A of the PATs Application/Claim Form.
	3. Your referring practitioner must complete and sign Section B of the PATs Application/Claim Form.
	4. Send the completed and signed PATs Application/Claim Form to your local PATs office (by mail, email, or in person) as soon as you can. It may take up to ten days to assess your application. If you haven't had much notice of your appointment and need your application processed urgently, please advise your local PATs office when you lodge your application.
	5. You will be advised of the outcome of the assessment.
At your specialist appointment	6. Your specialist or another staff member at the clinic needs to complete Section C of the PATs Application/Claim Form before you leave your appointment and return it to you. Make sure clinical details (e.g. to explain why you need extended accommodation in Perth) are included by your specialist or clinic staff, if needed.
After your specialist appointment	7. You need to complete and sign Section C of the PATs Application/Claim Form and return it to your local PATs office for processing. 8. Attach any original receipts or tax invoices relating to your travel or accommodation.

Things for you to remember about submitting PATs Forms:

- PATs Application/Claim Forms must be lodged within 12 months of your appointment
- As the patient, it is your responsibility to make sure all required information is included in the application
- Your local PATs office needs to assess Section A and B on your PATs Application/Claim Form before your eligibility is confirmed
- It usually takes about 6 weeks to process claims (travel and accommodation subsidies)
- Each trip that you are claiming needs its own PATs Application/Claim Form, but only Section C needs to be completed for subsequent trips (one trip per Section C)
- If you need to see the same specialist for longer than 12 months, a new PATs Application/Claim Form needs to be completed

Contact your [local PATs office](#) ² for more information.

1. www.wacountry.health.wa.gov.au/PATsforms
2. www.wacountry.health.wa.gov.au/ContactPATs



Compliments and Complaints

Health Services must ensure information and processes are followed and conform to the [WA Health Complaint Management Policy](#). If a PATS or Exceptional Ruling application is declined, you will be informed of the right to request a review, or how to submit a complaint. Alternatively, if you have had a positive experience you are encouraged to compliment the team or process that assisted you.

How do I compliment or complain?

Contact your local PATS office. They will provide you with information on how to give feedback directly to the relevant service. WACHS values your feedback and must record and respond to all feedback that is received. You are encouraged to lodge any compliment or complaint through this process as a first step. If you do not wish to contact your local PATS office, you can lodge your compliment or complaint online at [Care Opinion](#).

How do I get assistance when lodging a compliment or complaint?

Supporting agencies

There are agencies available that can assist you to lodge a complaint:

- The [Health and Disability Services Complaints Office](#) can help you resolve any complaints you may have. You can get in touch online or free call 1800 081 583.
- The [Health Consumers' Council \(WA\)](#) is an independent community-based organisation that represents health consumers. If you would like support with the complaint process you can contact the Health Consumers' Council (WA) online or on 1800 620 780.

Translation services

If you need help in a language other than English, please call the national [Translating and Interpreting Service](#) on 13 14 50 or use [the online booking form](#). People who speak Aboriginal languages can contact [Aboriginal Interpreting WA](#) on 0439 943 612.

What do I do if I am not happy with the result of my complaint?

If you are still not happy with the result of your complaint following response from the health service or PATS Office, the Ombudsman's office may be able to assist you. Information on how to get help from the Ombudsman can be found on the [Ombudsman WA](#) website.

What happens to the information collected about complaints and reviews?

The information collected is de-identified and used in annual reporting to help improve the future delivery of PATS services.

Privacy, Confidentiality and Auditing

Privacy & Confidentiality

All health staff in public hospitals and health services have to follow the [Patient Confidentiality policy](#), including all WACHS staff. Private providers have to observe the [Privacy Act 1988](#) (Cth). You have a right to access your personal information through the [Freedom of Information Act 1992 \(WA\)](#).

Auditing

The Office of the Auditor General audits PATS claims. This means that PATS staff must make sure they make decisions that are in line with policy. They also need to provide clear and detailed reasons for any decisions made under the Exceptional Ruling process. Health services need to do this so they can demonstrate that public money is spent fairly and according to policy.

PATS staff must also make sure they have tax invoices, receipts and other documentation when reimbursing you for commercial travel or accommodation.



Patient Assisted Travel Scheme (PATs)

PATs Eligible Services

Most Medicare-eligible specialist services are covered by PATs. These include the specialties listed below.

Addiction Medicine

- Next step

Anaesthesia

Artificial Eye or Limb

Bone Densitometry

Cleft Lip/Palate

Dental *

Dermatology

Dialysis

Emergency medicine

Obstetrics and gynaecology

- Childbirth
- Gynaecology and urogynaecology
- Gynaecological oncology
- Mammography
- Maternal-fetal medicine
- Neonatology and perinatal medicine
- Obstetrics and gynaecological ultrasound
- Reproductive Endocrinology and Infertility

Occupational and environmental medicine **

Ophthalmology

Paediatrics and child health

- Clinical genetics
- General paediatrics
- Neonatal and perinatal medicine
- Paediatric cardiology
- Paediatric emergency medicine
- Paediatric endocrinology

- Paediatric gastroenterology and hepatology
- Paediatric haematology
- Paediatric immunology and allergy
- Paediatric infectious diseases
- Paediatric intensive care medicine
- Paediatric medical oncology
- Paediatric nephrology
- Paediatric neurology
- Paediatric nuclear medicine
- Paediatric palliative medicine
- Paediatric rehabilitation medicine
- Paediatric respiratory and sleep medicine
- Paediatric rheumatology

Pain medicine

Palliative medicine

Pathology

- Haematology
- Immunology

Physician

- Cardiology
- Clinical genetics
- Endocrinology
- Gastroenterology & Hepatology
- General Medicine
- Geriatric Medicine
- Haematology
- Immunology & Allergy
- Infectious Disease

- Medical oncology
- Nephrology
- Neurology
- Nuclear Medicine
- Respiratory and Sleep Studies
- Rheumatology

Psychiatry

Public Health Medicine

Radiation oncology

Radiology

- Diagnostic Radiology (CT and X-Ray)
- Diagnostic Ultrasound
- Magnetic Resonance Imaging (MRI)
- Nuclear medicine

Rehabilitation medicine

Renal medicine

Sexual health medicine

Sport and exercise medicine

Surgery

- Cardiothoracic Surgery
- General Surgery
- Hand Surgery
- Neurosurgery
- Orthopaedic Surgery
- Otolaryngology (ENT)
- Oral & Maxillofacial Surgery

- Paediatric Surgery
- Plastic and Reconstructive Surgery
- Urology
- Vascular surgery

* only for 1) dental services for children 8 years or under if they need hospital-based management of severe dental trauma or severe dento-facial infections, such as cellulitis, or if they have a significant medical co-morbidity or other serious conditions or require general anaesthetic, or 2) dental services for adults if they need hospital-based dental services and have a significant medical co-morbidity, or if they have special needs and require general anaesthetic.

** not including a specialist appointment related to Workers Compensation

*** not including wisdom teeth removal, even if performed by an Oral & Maxillofacial specialist

PATS approved treatments: Guidelines

There are some guidelines for approved treatments eligible for PATS. These are below.

Dialysis

If you undergo dialysis, you are eligible for PATS subsidies even if you do not see the nephrologist. The nursing staff are able to sign your PATS Specialist Certification Form.

You are also eligible for PATS subsidies if you are attending a home therapies unit for review, assessment or treatment, or training to perform dialysis.

Medical imaging

If you are referred to a radiologist for a procedure that is approved under Medicare, you are eligible for PATS subsidies if you are attending the closest service.

Medical imaging services that are PATS eligible include x-ray, interventional radiological procedures, ultrasound, computed tomography (CT scans), nuclear medicine (NM) and magnetic resonance imaging (MRI).

If you do not see a radiologist at your appointment, a radiologist needs to be involved in reading and reporting on the images for you to be eligible for PATS subsidies. The medical imaging technologist is able to sign your PATS Specialist Certification Form.

Mammography

You are eligible for PATS subsidies if:

- You have been referred by a medical practitioner and a screening service is not available within an acceptable timeframe,
- The assessment is covered by the Medicare Benefits Schedule, or
- You are referred for diagnostic imaging evaluation of a palpable breast lump or other breast abnormality,

Assisted reproductive treatment (IVF)

You are eligible for PATS subsidies if you are referred to specialist treatment covered by the Medicare Benefits Schedule.

Your partner is also eligible for PATS subsidies if you are referred to a specialist for an initial consultation and one visit per cycle of treatment as a patient

Education, pathology including semen analysis, or counselling are not PATS eligible services. Talk to your treating practitioner about receiving things like counselling over telehealth.

Parties involved in surrogacy including egg donations are not eligible for PATS subsidies.

Refractive surgical procedures

You are eligible for PATS subsidies if you are referred by an ophthalmologist for excimer laser keratotomy (PRK) or LASIK eye surgery.

Wheelchair applicants

You are eligible for PATS subsidies if you are referred for a complex wheelchair assessment or review. Your referral can be from a medical practitioner, physiotherapist or occupational therapist.

Next Step: Inpatient treatment for addition

You are eligible for PATS subsidies if you are referred to Next Step specialist medical services or a Next Step approved specialist service provider for an initial consultation for admission into a treatment or therapy program. You will not receive accommodation assistance during your treatment.

Other rehabilitation services are generally not covered.

PATS approved treatments: Guidelines

There are some guidelines for approved treatments eligible for PATS. These are below.

Child birth

If you need to travel to your nearest birthing centre to deliver your baby, you are eligible for the PATS subsidies (including for accommodation before the birth based on a risk assessment from your GP obstetrician or specialist obstetrician. Generally, this will be at about 37 weeks gestation.

Similarly, eligibility for PATS subsidies following birth will be available based on a risk assessment from your GP obstetrician or specialist obstetrician. Generally, this will be available for up to five days following an uncomplicated birth. Extra nights may be approved if you are prevented from flying after the birth.



Oral conditions

PATS subsidies are only available for serious oral conditions.

Oral Maxillofacial Surgery

You are eligible for PATS subsidies if you are receiving treatment listed in the Oral and Maxillofacial Medicare Benefits Schedule. This includes the management of facial trauma, such as a jaw fracture, serious dento-facial infections and oral malignancy (cancer).

You are not eligible for PATS subsidies if you are attending an oral maxillofacial specialist for the purpose of removing wisdom teeth.

Dental services

Dental services for children

Children eight years or younger are eligible for PATS subsidies if they need hospital-based management of severe dental trauma or severe dento-facial infections, such as cellulitis.

Children are also eligible for hospital-based dental services if they have a significant medical co-morbidity or other serious conditions.

They are also eligible for PATS subsidies if they are having dental treatment that requires general anaesthetic. This includes removal of a tongue tie for a newborn baby by a specialist paediatric dentist in cases where the child is not thriving.

Dental services for adults

Adults are eligible for PATS subsidies if they need hospital-based dental services and have a significant medical co-morbidity.

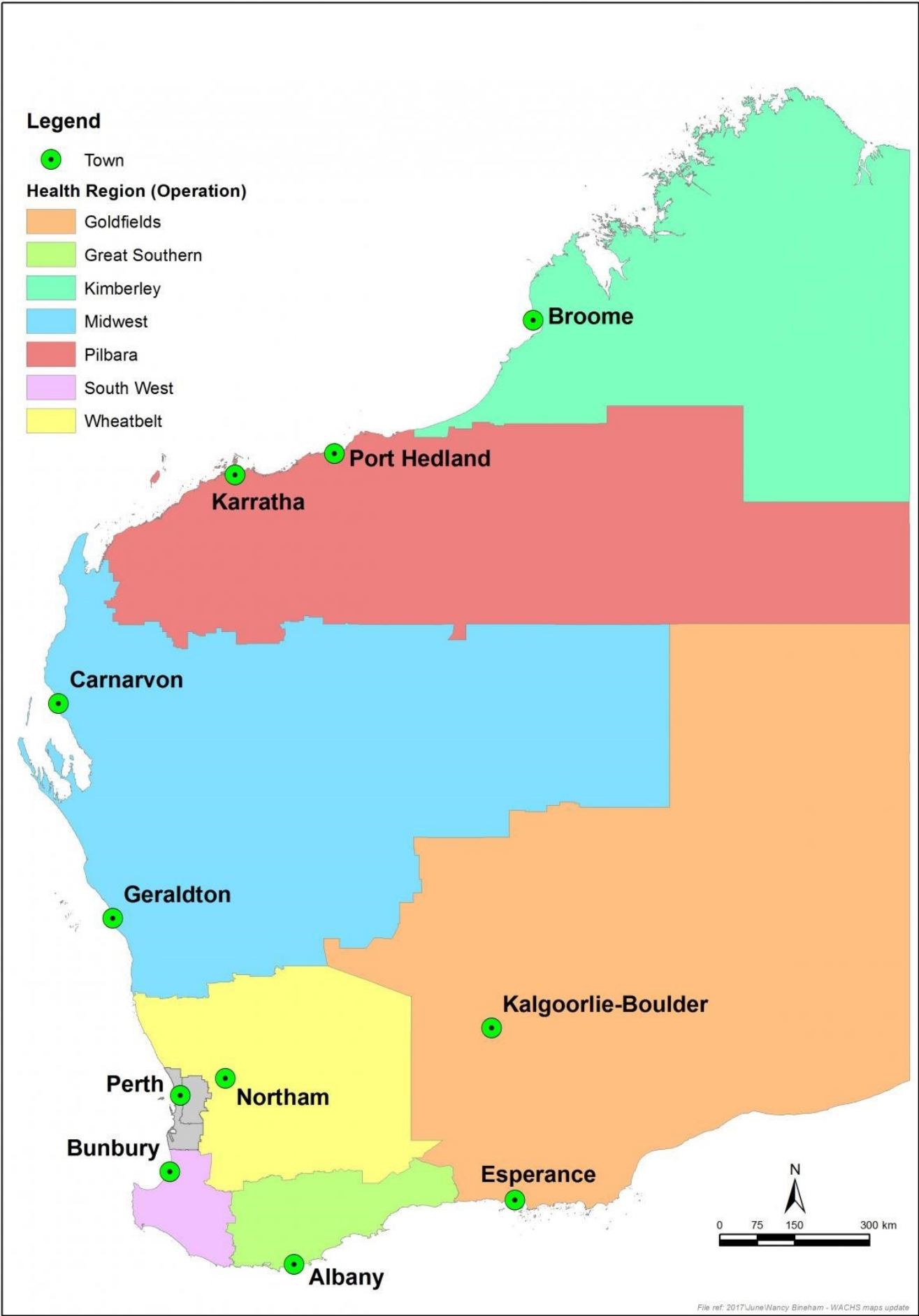
Adults are also eligible for PATS subsidies for dental services if they have special needs and require general anaesthetic is required.

For all adult dental claims, please ensure your doctor provides enough medical information for the PATS staff to make an assessment.



Dental treatment for cleft lip and palate

Children will be eligible for PATS subsidies if they need cleft lip and cleft palate treatment listed in the Medical Benefits Schedule.

Appendix 2. Map of WACHS regions



Appendix 3. PATS Application/Claim Form

 <p>Government of Western Australia WA Country Health Service</p>	<p>PATS Application/Claim Form</p> <p>PATS Reference No: _____</p>	 <p>ROYALTIES FOR REGIONS</p>
<p>Privacy: WACHS is obliged to validate information provided to assess applications and facilitate subsidy payment and health services. Applicant information is recorded in a secure system. This information is used to provide services to the applicant, communicate related matters and complies with state record keeping and medical requirements.</p>		
<p>Section A – TO BE COMPLETED BY PATIENT – Personal Details (new application) If travel relates to a current application, after visiting your specialist complete the blue <u>patient</u> section only</p>		
Title	Surname	Given Name(s)
Preferred Name		
Date of Birth	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Aboriginal/TSI <input type="checkbox"/> Yes <input type="checkbox"/> No		
Residential Address: (proof may be required)		Postal address (if different)
Home Phone	Mobile Phone	Email
Medicare	Number	Expiry
Pensioner/Concession	Type Number	Expiry
Veteran Affairs	Number	<input type="checkbox"/> Gold <input type="checkbox"/> White
<p>Is this travel related to any of the following? <input type="checkbox"/> Motor Vehicle Insurance <input type="checkbox"/> Workers Compensation</p> <p>Please provide claim details</p>		
Escort/Guardian name (if eligible)	Surname	Given Name(s)
<p>Please select the preferred payment method <input type="checkbox"/> EFT <input type="checkbox"/> Cheque</p> <p>Please ensure correct details are provided as PATS will not be responsible for payment losses or fees/charges that may be incurred if incorrect banking details are provided.</p>		
<p>6 Digit BSB No: [] [] [] - [] [] [] Account No: [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] []</p>		
<p>Account Name: _____</p>		
<p>-----</p>		
<p>SECTION C – TO BE COMPLETED BY PATIENT AFTER SPECIALIST VISIT</p>		
Name	DOB	PATS Reference No
<p>Accommodation – You must provide a receipt for Commercial Accommodation <i>PATS will not be responsible for any loss or damage incurred during your travel</i></p>		
Patient:	[] [] [] [] [] [] on / between [] [] [] [] [] []	<input type="checkbox"/> Private <input type="checkbox"/> Commercial
	[] [] [] [] [] [] on / between [] [] [] [] [] []	<input type="checkbox"/> Private <input type="checkbox"/> Commercial
Escort:	[] [] [] [] [] [] on / between [] [] [] [] [] []	<input type="checkbox"/> Private <input type="checkbox"/> Commercial
	[] [] [] [] [] [] on / between [] [] [] [] [] []	<input type="checkbox"/> Private <input type="checkbox"/> Commercial
<p>Patient (or guardian) declaration and consent</p>		
<p>I declare that the information provided is true and correct, the expenditure claimed was incurred by me for the reasons outlined here and I am not entitled to claim or recover costs from any other source including compensation, insurance cover or damages. I give consent for WA Country Health Service staff to obtain or distribute information from/to any third party necessary for this application or to deliver relevant health care</p>		
Patient/Guardian Signature:		Date
<p>WACHS VERSION DATED MAY 2019</p> <p>THIS IS AVAILABLE IN ALTERNATIVE FORMAT ON REQUEST</p>		

Appendix 3. PATS Application/Claim Form (cont)

SECTION B – REFERRING PRACTITIONER RECOMMENDATION (for completion by referring clinician) ALL FIELDS OF THIS SECTION <u>MUST</u> BE COMPLETED			
Can this service be provided via Telehealth? <input type="checkbox"/> Yes <input type="checkbox"/> No If No provide reason:			
Does the patient need to be seen urgently (<30 days)? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Is this referral for cancer treatment? <input type="checkbox"/> Yes <input type="checkbox"/> No		Renal Dialysis? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<i>Cancer treatment means medical specialist treatment which involves surgery, radiotherapy, chemotherapy, immunotherapy and/or palliative intervention. It does not include diagnosis, consultations or treatment planning</i>			
REFERRAL DETAILS: MUST be to the <u>NEAREST</u> specialist – including telehealth or visiting specialist			
Specialist Name	Clinical Speciality	Appointment Date	Time
If not the nearest specialist, please provide clinical details to support the referral.			
Is this referral for radiological purposes? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Please tick: <input type="checkbox"/> X Ray <input type="checkbox"/> CT Scan <input type="checkbox"/> U/S <input type="checkbox"/> MRI <input type="checkbox"/> Mammography <input type="checkbox"/> Nuc Med <input type="checkbox"/> PET			
Is air travel required? Yes <input type="checkbox"/> No <input type="checkbox"/> If YES , clinical reasons must be provided:			
ESCORT RECOMMENDATION: <input type="checkbox"/> Yes <input type="checkbox"/> No Name _____			
Please select reason: <input type="checkbox"/> Under 18 <input type="checkbox"/> Disability <input type="checkbox"/> Frailty <input type="checkbox"/> Cancer Treatment			
Other (specify a clinical reason) _____			
REFERRING PRACTITIONER CERTIFICATION (including stamp)			
I certify that the information provided above is complete and correct.			
Name:	Signature:	Stamp	
Date:			
<hr/>			
SECTION C – TO BE COMPLETED BY <u>SPECIALIST</u> OR <u>CLINIC EMPLOYEE</u>			
To facilitate reimbursement of patient's expenses and/or confirm travel details complete all sections			
The patient received treatment on or between: ____ / ____ / ____ and ____ / ____ / ____			
The patient was hospitalised on or between: ____ / ____ / ____ and ____ / ____ / ____			
Does the patient require travel home to be upgraded to air travel?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Has the patients' condition changed so they require an escort?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If 'Yes' to any of the above the medical specialist is to stipulate clinical reasons that make air travel and/or an escort essential			
Was the patient required to stay overnight?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the patient require further treatment?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
SPECIALIST NAME		SPECIALITY	
Could the follow up service be provided by Telehealth?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Name:	Signature:	Stamp	
Date:			
THIS IS AVAILABLE IN ALTERNATIVE FORMAT ON REQUEST			

Appendix 4. Regional PATS Teams' Contact Details

Region	Phone	Email address
Kimberley (Broome)	9194 2236	PATS.Broome@health.wa.gov.au
Kimberley (Derby)	9193 3348	PATS.Derby@health.wa.gov.au
Kimberley (Fitzroy Crossing)	9166 1715	PATS.FitzroyCrossing@health.wa.gov.au
Kimberley (Kununurra)	9166 4237	PATS.Kununurra@health.wa.gov.au
Pilbara	1800 138 653	PATS.Pilbara@health.wa.gov.au
Midwest (Geraldton, Midwest and Murchison)	9956 2216	PATS.Geraldton@health.wa.gov.au
Midwest (Gascoyne)	9941 0313	PATS.Carnarvon@health.wa.gov.au
Goldfields (Kalgoorlie)	9080 5681	PATS.Kalgoorlie@health.wa.gov.au
Goldfields (Esperance)	9079 8101	patsesperance@health.wa.gov.au
Wheatbelt	1800 728 792	PATSWheatbelt@health.wa.gov.au
South West	1800 823 131	pats.southwest@health.wa.gov.au
Great Southern	9892 2226	PATS.Albany@health.wa.gov.au

Appendix 5. The Live Organ Donor Scheme

The Live Organ Donor scheme is separate to PATS. The scheme applies where your primary purpose of travel is for live organ donation assessment and/or retrieval in Western Australia and you are a permanent resident of a WACHS region and are eligible for treatment under Medicare.

You may be requested to provide evidence of your usual residence. The hospital that will be undertaking the transplant is responsible for applying for the scheme on your behalf to the Regional Director in the region where you live.

The referral is to be written (this can include email) and must include:

1. the donor's full name
2. your date of birth
3. your residential address
4. the dates and type of treatment required outside of your usual residential location.

Where practicable, WACHS is to book all travel and accommodation to achieve the most economical rates. Following the completion of surgery, you need to submit a claim to the local health service for any outstanding travel and accommodation costs, attaching tax receipts and other documentation necessary for reimbursement.

Appendix 6. Glossary and Definitions

Cancer treatment

Cancer treatment includes cancer-related surgery, radiotherapy and/or palliative intervention. For PATS purposes, it does not include diagnosis, consultations or treatment planning.

Carer

A carer is a person who provides ongoing care or assistance to a person with a disability as defined in the [Disability Services Act 1993](#) section 3; or for a person who has a chronic illness, including a mental illness as defined in the Mental Health Act 2014 section 4; or a person who is frail and requires assistance with carrying out everyday tasks. The [Carers Recognition Act 2004 \(WA\)](#) provides more detail.

If you need medical specialist treatment and you are a carer for another person, you can talk to your health service about having the person you care for accompany you to the treatment centre if you cannot make other care arrangements. For example, you are caring for someone with a disability and need to travel for specialist treatment, and there is no one available to take care of that person. This will be considered under the Exceptional Rulings process.

Closest Specialist

The closest medical specialist includes those services provided by telehealth, private specialists or visiting specialists.

Dependent child

A dependent child is 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.

Escort

An escort describes a support person. An escort refers to a person who is assisting a PATS consumer to attend their specialist medical appointment. An escort may be a carer as well, but an escort might only be helping a person with travel and other needs in the short term.

An approved escort is responsible for a PATS client's transport and accommodation needs during treatment and must be deemed necessary for medical reasons by a doctor. An escort must be over 18 years of age and be able to fulfil the role required.

Escort information is available on page 8.

Clinical Escort

A clinical escort is a clinically trained person who is required to accompany a patient for medical reasons as certified by the referring practitioner. The person must be a registered nurse, enrolled nurse, or have appropriate clinical skills. The Regional Director approves the clinical escort and the cost is paid by the local health service (not by PATS).

Exceptional Ruling

If a patient's context does not fit within the strict criteria of PATS, but meets the intent of PATS, they may be eligible to be considered for approval via the Exceptional Ruling process. PATS offices can assist patients with these applications. Exceptional Ruling applications are approved by Regional Directors. Exceptional Ruling information is available on page 18.

Inter Hospital Patient Transfer (IHPT)

Inter Hospital Patient Transfer occurs when an admitted patient is required to be transferred from one health service or hospital to another for a higher level of treatment or care. If this occurs the costs are paid by the local health service (hospital) where you are being transferred from (not by PATS). IHPT information is available on page 14.

PATS Application Form

The PATS Application Form is Section A and Section B of the PATS Application/Claim Form. You must complete Section A and your referring practitioner must complete and sign Section B. To make sure you are eligible for PATS, you should submit your PATS Application Form to your local PATS office before you travel. The PATS Application Form/Claim can be found at your local health service, GP clinic or on the [PATS website](#).

PATS Claim Form

The PATS Claim Form is Section C of the PATS Application/Claim Form. Both you and your specialist (or other authorised officer) must complete and sign Section C. You can submit your PATS Claim Form to your local PATS office after you travel. You should attach any tax invoices or receipts related to travel or accommodation to support your claim. The PATS Application/Claim Form can be found at your local health service, GP clinic or on the [PATS website](#).

Renal Treatment

Renal treatment means an appointment with a nephrologist or vascular access consultant, surgery and follow up, home therapies training, pre-dialysis education and dialysis treatment.

Telehealth

[Telehealth](#) provides regional patients with improved access to timely specialist and emergency care, which can lead to improved health access to timely specialist and emergency care, which can lead to improved health outcomes for patients.

Treatment Centre

The city or town in which the patient visits an eligible medical specialist, or accesses an eligible specialist service.

Trip

For the purpose of PATS, a trip is considered a two-way journey. A one-way journey following Inter Hospital Patient Transfer is also a trip.

Urgent Medical Transport

Urgent medical transport is when a person has a medical emergency, such as a car accident or heart attack, and needs to be evacuated by ambulance, emergency vehicle or Royal Flying Doctor Service to hospital. This can also be called a Primary Evacuation. Urgent medical transport information is available on page 14.