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PATS Application Form - Section 1 for Local Doctors

Introduction

The Patient Assistance Transport Scheme (PATS) is a subsidy program that provides money to pay for some travel, escort and accommodation costs when rural and remote South Australians travel over 100 kilometres to see a Specialist. More information, including copies of the application form and an Information Booklet is available at www.countryhealthsa.sa.gov.au/pats or from PATS offices.

How to apply?

To receive a PATS subsidy, the Country Health SA Local Health Network (CHSALHN) requires you to seek authorisation from your local doctor in the first instance, visit your specialist, and then after your medical appointments, complete and send the relevant sections of the application form to your nearest PATS office. Ensure all information is provided or there may be a delay in processing your application form.

Important information

- > PATS travel assistance is intended for patients where specialist services are not available locally, through visiting specialists, or by using telehealth.
- > Local doctors are to include a medical reason listed below for escort and air travel subsidy requests.
- > For escorts for travel, the criteria includes: impairment, active role of carer, involvement in medical treatment, patient is a child, support person, or as an alternative to air travel when answering question four.
- > For air travel the criteria includes: active clinical management, management of severe pain, urgency, restricted mobility, life threatening conditions, musculo-skeletal instability when answering question five.
- > Where air travel is required, a claim number is to be obtained from a PATS office and entered on the application form before the patient travels.
- > Air travel may be recommended ahead of other travel options when it is the most economical form of transport.

Collection of personal information

The CHSALHN respects your privacy. Your personal information will be collected, stored, and used for the purposes of administering the Patient Assistance Transport Scheme. Information will not be disclosed unless permitted or required under the *Health Care Act 2008 (SA)* or *Mental Health Act 2009 (SA)*. You may gain access to your personal information stored by the CHSALHN by contacting the Freedom of Information Officer.

How does the PATS process work?

STEPS

- 1 Go to the local doctor***
 - Verify that the specialist service is not available locally and seek authorisation for PATS assistance (transport, accommodation or escorts).
 - *Local doctor completes section 1* of the application form on first claim of the treatment, at the initial referral to a specialist, and not for ongoing travel within a referral year, except where air travel is requested.
- 2 Go to the specialist***
 - Confirm attendance and need for further appointments and PATS assistance (transport, accommodation or escorts).
 - *Specialist completes section 2* of application form.
- 3 After your medical appointments**
 - *Patient/service provider completes section 3* of application form.
 - Send completed forms and receipts to PATS office.
- 4 Payment**
 - Payment of any assistance you're entitled to within six weeks of lodgement.

* In those limited instances where local doctors or specialists claim air travel is clinically essential, approval from PATS is required before you travel. If this is not obtained, the reimbursement will be the equivalent of the most economical transport fare.

Send completed application forms to:

Area Health Service	Phone	FAX	Postal Address
Adelaide	(08) 8226 7215	(08) 8226 5580	PO Box 3017, Rundle Mall, ADELAIDE SA 5000
Mount Gambier & Districts Health Service	(08) 8721 1551	(08) 8721 1555	PO Box 267, MOUNT GAMBIER SA 5290
Port Lincoln Health & Hospital Services	(08) 8683 2266	(08) 8683 2060	PO Box 630, PORT LINCOLN SA 5606
Port Augusta Hospital & Regional Health Services	(08) 8668 7623	(08) 8668 7643	Hospital Road, PORT AUGUSTA SA 5700
Riverland Regional Health Service	(08) 8580 2400	(08) 8580 2498	Maddern Street, BERRI SA 5343
Whyalla Hospital & Health Services	(08) 8648 8533	(08) 8648 8529	PO Box 267, WHYALLA SA 5600

For more information

Visit: www.countryhealthsa.sa.gov.au/pats
Email: CHSAPATS@healthsa.gov.au



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Section 1 – Local Doctor

PATS Application Form

Claim Number (Office use only)

Claim Number input boxes

Local doctors are required to authorise questions three to six. Patient/ claimant must not complete this section. Please print using black or blue pen.

Patient Family Name

Patient Family Name input box

Date of birth

Date of birth input boxes

PATS Client Number

PATS Client Number input boxes

Patient Given Names

Patient Given Names input box

1. Insert local doctor's details

Title Mr Mrs Ms Dr

Family name and initial

Family name and initial input box

Provider number

Provider number input box

Or stamp below

Stamp area

Practice location

Practice location input box

Phone

Phone input box

Email

Email input box

2. Type of Specialist referred to

Type of Specialist referred to input box

Name of Specialist

Name of Specialist input box

3. Is the nominated Specialist the nearest Specialist to the patients usual residence?

Yes No

If no, provide a medical reason why the referral should be to this specialist.

Medical reason input box

4. Does the patient require an escort during travel?

If yes, include a medical reason explaining why an escort is required to travel with the patient by selecting one of the clinical criteria. Please turn over for clinical criteria.

Yes No

Medical reason input box

5. Does the medical condition of the patient warrant air travel?

If yes, include a medical reason explaining why air travel is required by selecting one of the clinical criteria and obtaining an Air Advance Claim Number before the patient travels. Please turn over for clinical criteria.

Forward Travel?

Yes No

Return Travel?

Yes No

Medical reason input box

Air Advance Claim No:

Air Advance Claim No input box

6. Certification by referring local doctor

I certify that the information provided in this section is correct and has been completed by me (or my representative)

Signature of referring local doctor

Signature input box

Date

Date input boxes



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PATS Application Form - Section 2 for Specialists

Introduction

The Patient Assistance Transport Scheme (PATS) is a subsidy program that provides money to pay for some travel, escort and accommodation costs when rural and remote South Australians travel over 100 kilometres to see a Specialist. More information, including copies of the application form and an Information Booklet is available at www.countryhealthsa.sa.gov.au/pats or from PATS offices.

Clinical criteria for escorts and travel

- > Specialists are to include one of the medical reasons listed below for air travel and escort travel and accommodation subsidy requests.
- > For escorts for travel and accommodation, the criteria includes: impairment, active role of carer, involvement in medical treatment, patient is a child, support person, or as an alternative to air travel when answering questions five and seven.
- > For air travel the criteria includes: active clinical management, management of severe pain, urgency, restricted mobility, life threatening conditions, musculo-skeletal instability when answering question eight.

Important information

- > When accommodation is requested, the Specialist is required to authorise the number of nights accommodation required in connection with the treatment for both the patient and the escort, as requested in question six and seven.
- > Emotional support is not sufficient grounds for endorsement of an escort.
- > Escorts are generally not eligible for an accommodation subsidy if the patient is hospitalised except in life threatening situations.
- > Where air travel is required, a claim number is to be obtained from the PATS office and entered on the application form before the patient travels.
- > Air travel may be recommended ahead of other travel options when it is the most economical form of transport.
- > Follow-up appointments should be arranged locally using Telehealth, a visiting Specialist, or country hospitals to prioritise treatment and recovery close to the patient's home.
- > Dental treatment is covered by PATS when a patient's medical condition requires Specialist medical back-up at the time of dental treatment (e.g. anaesthetic due to severe disability).

Collection of personal information

The Country Health SA Local Health Network (CHSALHN) respects your privacy. Your personal information will be collected, stored, and used for the purposes of administering the Patient Assistance Transport Scheme. Information will not be disclosed unless permitted or required under the Health Care Act 2008 (SA) or Mental Health Act 2009 (SA). You may gain access to your personal information stored by the CHSALHN by contacting the Freedom of Information Officer.

How does the PATS process work?

STEPS

- 1 Go to the local doctor***
 - Verify that the specialist service is not available locally and seek authorisation for PATS assistance (transport, accommodation or escorts).
 - *Local doctor completes section 1* of the application form on first claim of the treatment, at the initial referral to a specialist, and not for ongoing travel within a referral year, except where air travel is requested.
- 2 Go to the specialist***
 - Confirm attendance and need for further appointments and PATS assistance (transport, accommodation or escorts).
 - *Specialist completes section 2* of application form for each treatment journey.
- 3 After your medical appointments**
 - *Patient/service provider completes section 3* of application form.
 - Send completed forms and receipts to PATS office.
- 4 Payment**
 - Payment of any assistance you're entitled to within six weeks of lodgement.

* In those limited instances where local doctors or specialists claim air travel is clinically essential, approval from PATS is required before you travel. If this is not obtained, the reimbursement will be the equivalent of the most economical transport fare.

Send completed application forms to:

Area Health Service	Phone	FAX	Postal Address
Adelaide	(08) 8226 7215	(08) 8226 5580	PO Box 3017, Rundle Mall, ADELAIDE SA 5000
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Port Augusta Hospital & Regional Health Services	(08) 8668 7623	(08) 8668 7643	Hospital Road, PORT AUGUSTA SA 5700
Riverland Regional Health Service	(08) 8580 2400	(08) 8580 2498	Maddern Street, BERRI SA 5343
Whyalla Hospital & Health Services	(08) 8648 8533	(08) 8648 8529	PO Box 267, WHYALLA SA 5600

For more information

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Email: CHSAPATS@health.sa.gov.au



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Section 2 – Specialist

PATS Application Form

Claim Number (Office use only)

Claim Number input field

Specialists are required to authorise and complete questions two to nine to confirm that PATS eligibility requirements are met.

Patient/claimant must not complete this section. Please print using black or blue pen.

Patient Family Name

Patient Family Name input field

Date of birth

Date of birth input field

PATS Client Number

PATS Client Number input field

Patient Given Names

Patient Given Names input field

1. Treating Specialist's details

Title Mr Mrs Ms Dr

Family name and initial

Family name and initial input field

Specialty area

Specialty area input field

Provider number

Provider number input field

Or stamp below

Stamp area

Practice location

Practice location input field

Phone

Phone input field

Email

Email input field

2. Is this an initial assessment or visit?

Yes No

If yes, submit section 1 with the completed application.

3. Dates of this treatment episode or consultation

From / /

To / /

4. Name of hospital

Name of hospital input field

Length of stay in hospital?

From / /

To / /

5. Does the patient require an escort during travel?

Yes No

If yes, explain why an escort is required to travel with the patient by selecting one of the clinical criteria. Please turn over for clinical criteria.

Explain why an escort is required input field

6. Does the patient require accommodation near the location of the Specialist?

Yes How many nights? No

7. Does the patient require an escort to be accommodated with them?

Yes How many nights? No

If yes, explain why an escort is required to be accommodated with or near the patient by selecting one of the clinical criteria. Please turn over for clinical criteria.

Explain why an escort is required input field

8. Does the medical condition of the patient warrant air travel?

Forward Travel?

Yes No

Return Travel?

Yes No

If yes, explain why air travel is required by selecting one of the clinical criteria and obtaining an Air Advance Claim Number before the patient travels. Please turn over for clinical criteria.

Explain why air travel is required input field

Air Advance Claim No:

Air Advance Claim No input field

9. Certification by treating Specialist

I certify that the information provided in this section is correct and has been completed by me (or my representative)

Signature of treating Specialist or Registrar

Signature of treating Specialist or Registrar input field

Date

Date input field



3

PATS Application Form - Section 3 for Patients

Introduction

The Patient Assistance Transport Scheme (PATS) is a subsidy program that provides money to pay for some travel, escort and accommodation costs when rural and remote South Australians travel over 100 kilometres to see a Specialist. More information, including copies of the application form and an Information Booklet is available at www.countryhealthsa.sa.gov.au/pats or from PATS offices.

How to apply?

To receive a PATS subsidy, the Country Health SA Local Health Network (CHSA LHN) requires you to seek authorisation from your local doctor in the first instance, visit your specialist, and then after your medical appointments, complete and send the relevant sections of the application form to your nearest PATS office. Ensure all information is provided or there may be a delay in processing your application form.

The application form is available in Sections 1, 2, and 3 from PATS offices or at www.countryhealthsa.sa.gov.au/pats

Important information

To be eligible for a PATS reimbursement the application form is to be lodged within 90 days from (and including) the date of the specialist appointment.

Accommodation subsidies of up to \$30 (plus GST) are available for commercial accommodation including health organisation facilities. Please note bulk billing can only take place by prior arrangement, and a copy of the completed section 2 and 3 application forms with the original patient signature is required to process the claim.

Collection of personal information

The CHSA LHN respects your privacy. Your personal information will be collected, stored, and used for the purposes of administering the Patient Assistance Transport Scheme. Information will not be disclosed unless permitted or required under the *Health Care Act 2008 (SA)* or *Mental Health Act 2009 (SA)*. You may gain access to your personal information stored by the CHSA LHN by contacting the Freedom of Information Officer.

How does the PATS process work?

STEPS

1

Go to the local doctor*

- Verify that the specialist service is not available locally and seek authorisation for PATS assistance (transport, accommodation or escorts).
- *Local doctor completes section 1* of the application form on first claim of the treatment, at the initial referral to a specialist, and not for ongoing travel within a referral year, except where air travel is requested.

2

Go to the specialist*

- Confirm attendance and need for further appointments and PATS assistance (transport, accommodation or escorts).
- *Specialist completes section 2* of application form.

3

After your medical appointments

- *Patient completes section 3* of application form.
- Send completed forms and original receipts and tickets for all travel and accommodation to your nearest PATS office. (Photocopies and credit card or cash receipts are not accepted.)
- Incomplete forms will be returned for more information.
- Section 2 and 3 are required for every PATS claim. Section 1 is required for the first PATS claim and may be optional for future claims, e.g. where patient payment details have changed or air travel was medically necessary.
- The application form is to be lodged within 90 days from (and including) the date of the specialist appointment to be eligible for a PATS reimbursement.

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Payment

- Payment of any assistance you're entitled to within six weeks of lodgement.

* In those limited instances where local doctors or specialists claim air travel is clinically essential, approval from PATS is required before you travel. If this is not obtained, the reimbursement will be the equivalent of the most economical transport fare.

Send completed application forms to:

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Section 3 – Patient and Payment Details

Claim Number (Office use only)

Claim Number grid

PATS Application Form

Patient is required to complete. Please print using black or blue pen.

1. Patient details

Title Mr Mrs Ms Dr

Patient Family Name

Patient Given Name

Date of birth

PATS Client Number

Residential Address P/code

Postal Address (if different from above) P/code

Home Phone

Email

Mobile Phone

Work Phone

2. Are you a Pensioner or Health Care Card holder requesting an accommodation subsidy?

Yes No

If Yes, print card number below and attach a photocopy of both sides of your card to qualify for the accommodation subsidy for the first night.

Card number field

3. Are you a veteran or a war widow?

Yes No White Gold

If Yes, print number below

Number field

4. Are you an Australian Citizen, or Permanent Resident?

Yes No

5. Payment details - please complete upon first PATS claim or when bank details change.

Name of Payee

Account Name

Branch

Bank/Credit Union

BSB

Account

Payment confirmation to be sent to (please tick one)

Mobile phone

Email

(Office use only) Total amount for: Travel \$ Accommodation \$

Advance provided: Yes No

6. Have you claimed, or are you entitled to claim travel and/or accommodation benefits relating to this treatment from:

Any other Australian, State or Territory government scheme? Yes No

As part of Workers Compensation Claim? Yes No

As part of a third party insurance claim or any other insurance claim? Yes No

7. Mode of travel

Table with columns: Forward Patient, Forward Escort, Return Patient, Return Escort. Rows: Private car, Bus/coach/rail, Ferry, Authorised air, Economical air*, Community bus, Community car, Emergency.

*To be ticked where air is the most economical form of transport.

Dates of travel?

Forward Return

Total amount paid for travel: \$

8. What town/city did you travel to for your specialist appointment?

Town/city field

If you live on a rural property or outside of recognised town boundaries, what was the first town on your journey to the specialist appointment?

First town field

What is the distance one way from the property to that town? kms

9. If an escort accompanied you, provide name of escort.

Escort name field

10. Are you entitled to claim travel and accommodation expenses through a private health fund?

Yes No If yes, attach evidence that you have reached your maximum claimable amount.

11. Accommodation

Number of nights: Patient Escort

Rates per nights: Patient Escort

Total amount paid for accommodation (or owing): \$

Dates - Patient

From To

Dates - Escort

From To

12. Please complete where payment is made direct to an accommodation provider.

Accommodation provider name:

PATS Claim Number:

Name of Authorising Officer:

13. Certification by Patient

This form must be signed and submitted by the patient and/or their guardian. I certify that the information in this form is true and correct the expenditure shown was actually incurred. I hereby consent to CHSR LRV obtaining further information from referring medical practitioners, treating specialists, other health care professionals and travel accommodation providers where further information may be required to process or audit this application.

Signature of Applicant

Signature line

Date / /

