



Queensland Ambulance Service Non-Emergency Patient Transport (NEPT) Request System Facility Information Package

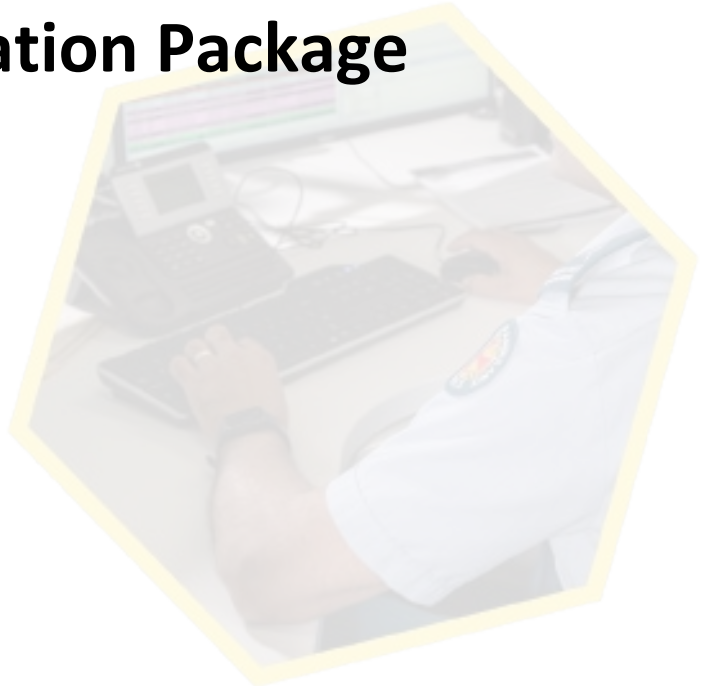
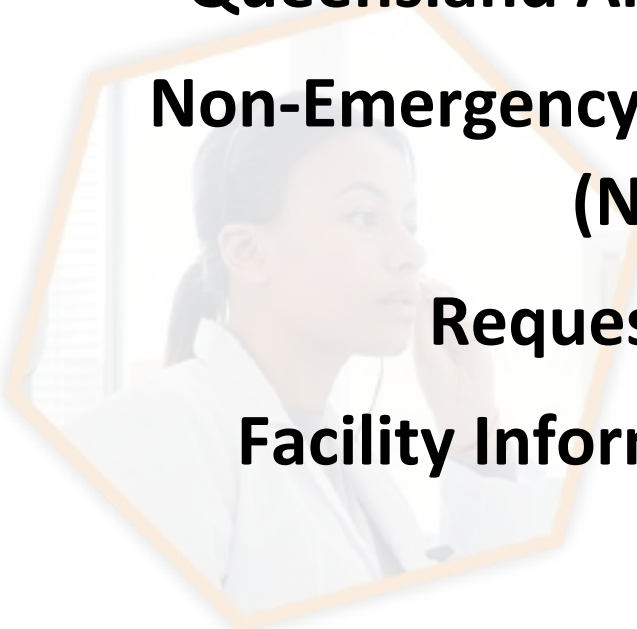




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Introduction

The Queensland Ambulance Service (QAS) Non-Emergency Patient Transport (NEPT) Request System is an online platform implemented by the QAS to improve the process for Queensland Health (QHealth) and private medical facilities to request non-emergency patient transport services for eligible patients.

QAS NEPT is replacing the manual paper-based document, emailing, faxing, and calling 13 12 33 and will aid in reducing time lost by health care providers, when requesting non-emergency patient transport services for [eligible patients](#) delivered by the QAS.

QAS NEPT will not be utilised for urgent request codes (RED), categories 1 to 4 or requests where Retrieval Services Queensland is required. These requests will continue to be phoned through to the QAS as per current practice.

Benefits of NEPT

The new online NEPT Request System provides a more streamlined request process. The Benefits of NEPT are:

- Reduced telephone calls to QAS
- Eliminate inefficient manual paperwork processes
- Ability to make a patient ready for QAS collection after an appointment without the need to call QAS
- Ability to make changes or cancel a patient's appointment without contacting QAS, up to two (2) hours prior to their appointment time
- Ability to review your facility patient transport records, past, present, and future
- Ability to export your facility data.

System Architecture and Security

The QAS NEPT solution has been developed on a ServiceNow Software-as-a-Service offering. ServiceNow is currently used within QHealth to provide services such as the eHealth IT Support Portal.

QAS worked with several eHealth teams over the course of the QAS NEPT development to ensure the highest quality of architectural standards and security controls were met.

The QAS NEPT product and supporting workflows have been reviewed and endorsed by the eHealth Architecture and Standards Committee while independent security assessments have been conducted by private industry and the eHealth Cyber Security Group.

Facility Enrolment

Facilities will be required to complete the New Facility Access Request form to register their facility and commence using the online system.

Communication regarding NEPT deployment will be distributed via the Primary Health Network and General Practice Liaison Officers, and will be available on the [QAS Website](#).



Logon Requirements

As non-urgent transports can be requested by a large number of health service providers within Queensland, QAS NEPT is accessible via a standard internet web page.

Private facility users will need to be created in the QAS NEPT application by their facility administrator, after which the facility employee will receive an email with the username and temporary password to access QAS NEPT.

Patient Records and Privacy

QAS NEPT has been developed to ensure patient details and their associated transport requests meet the QAS's legislative requirements.

The data captured by the QAS NEPT system is for the sole purpose of providing medical transportation to patients and has been classified under the Queensland Government Information Classification Framework as SENSITIVE.

The QAS has conducted a Privacy Impact Assessment to ensure the integrity of patient data.

Client Information

QAS NEPT was designed to be used by any health care providers eligible to request patient transports by QAS, therefore at this time QAS NEPT does not access any Client Directories to retrieve patient details.

This may be considered as a future enhancement for the QAS NEPT product, however currently any patient details entered into QAS NEPT are stored against the requesting facility for use on their next booking. Once a patient has been created by your facility it will be available for selection each time.

Facility Administration

It is recommended that each facility at a minimum provide three to five (3-5) employees who will be able to perform the role of facility administrator. The facility administrator holds the over-arching responsibility for managing QAS NEPT user administration within their facility, such as;

- Creating and maintaining users within your facility
- Password resets for users within your facility
- Create and maintain your facility referring clinicians
- Generating reports for your facility
- Manage low level support task requests generated by your facility such as;
 - Issues accessing the QAS NEPT system
 - Cannot print a QAS NEPT request
 - Cannot export data
 - Request to modify facility or ward/section details.

Facilities may consider making their IT personnel QAS NEPT Facility Administrators who can grant access to new employees when they are granted access to other facility systems, and support facility user management.



Education

QAS has developed a range of thorough training material which will support the training of each of your employees in the utilisation of the QAS NEPT System, such as:

- Online self-paced training platform (*Recommend all users complete this training package before using the online NEPT application*).
- Facility user manual
- Frequently Asked Questions and Answers; and
- Quick Reference Guides (QRGs).

It's recommended NEPT users complete the online self-paced training platform before they commence utilising the NEPT application. The link to training will be available in your Welcome to the QAS Non-Emergency Patient Transport (NEPT) System email, or via the NEPT logon page.

System Support

QAS has created a support system for all users which has been developed in a 3-phase escalation process.

1. The QAS NEPT Facility User Manual, Quick Reference Guides and Online Training Package
2. Your Local Facility Administrators
3. QAS NEPT Support

Queensland Health and Private Medical Facility users are provided training and instructional material to troubleshoot system issues, therefore all low-level support for QAS NEPT is performed locally by the Facilities local administrators in the first instance such as;

- Issue accessing the QAS NEPT system
- Cannot print request
- Cannot export data
- Modify Facility or Ward/section Details

If the Facility Administrator is unable to resolve the issue using the provided reference materials the issue can be escalated to QAS Support.

To engage QAS for support, lodge an online Support Task within QAS NEPT. A support task can be generated by any QAS NEPT user and will produce a reference number. These tasks can then be tracked, revised and its current progress reviewed.

Note: if your support task relates directly to an **immediate** patient booking, facilities are to contact 13 12 33 to ensure there are no delay to your patient or facility.

Should you have any further enquiries please email nept@ambulance.qld.gov.au.