

# NON-EMERGENCY PATIENT TRANSPORT INFORMATION FOR NEPT USERS



A centralised booking and dispatching service is being established for non-emergency patient transport (NEPT) to better coordinate all patient transport fleets and provide a faster and improved service for patients.

Working side by side with NSW Ambulance, the new approach is aimed at improving patient flow and increasing the availability of emergency ambulances for life saving and critical incidents.

## Booking NEPT

From 24 May 2014, there will be a new number for NEPT phone bookings. Phone bookings can be made on **1300 233 500** between 6:00am and midnight, 365 days a year.

A new web-based booking system, known as Optima Web, is being implemented to support the new centralised booking and dispatching service for NEPT.

Optima Web will progressively replace the existing Ambulance Electronic Booking System from 24 May 2014.

Benefits of the new online booking system include:

- ▶ real-time information about anticipated patient pick-up time
- ▶ detailed information on all NEPT transports in and out of your facility
- ▶ the ability to easily create return and repeat bookings
- ▶ the ability to view, modify and cancel bookings online.

NEPT users, such as hospital staff, health professionals, aged care facilities, private hospitals and nursing homes can register to use Optima Web.

## Patient eligibility

NEPT is available for patients who require transport to, or from, a health facility such as a hospital or rehabilitation unit and who are assessed as medically unsuitable for community, public or private transport by a medical practitioner or registered nurse.

Patients must also be assessed by a **medical practitioner** or a **registered nurse** as having a low risk of deterioration before being eligible for NEPT.

If the situation is an emergency or a patient is critical, call an Ambulance immediately on **Triple Zero (000)**.

## How to register for Optima Web

To register to use the new booking system, Optima Web, complete the application form at [www.health.nsw.gov.au/nept](http://www.health.nsw.gov.au/nept) and return to [nept@hss.health.nsw.gov.au](mailto:nept@hss.health.nsw.gov.au). Training will be provided via webinar to registered users.

**More information about the new approach to NEPT is available at** [www.health.nsw.gov.au/nept](http://www.health.nsw.gov.au/nept)

