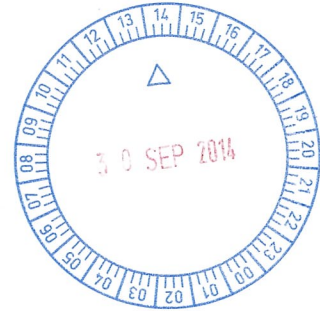




**Government of Western Australia
WA Country Health Service**

South West

Our Ref: ED-SW-14-4722 / 4563



The Hon Liz Behajt MLC
Chair
Standing Committee on Public Administration
Parliament House
PERTH WA 6000

Dear Ms Behjat

Thank you for your letter dated 27 August 2014 seeking information on the Patient Assisted Travel Scheme (PATS) services in the South West region.

The WA Country Health Service (WACHS) – South West delivers PATS via a call center model. I have enclosed a brochure to detail the model. Essentially the point of difference with delivery from other regions is that the initial registration is phone based.

PATS information is made available to members of the general public in many locations as follows:

- Hospitals (regional and metropolitan);
- Clinics;
- Outreach staff (Home and Community Care, Palliative care etc.);
- Private practice (General Practitioner rooms);
- Internet - General PATS information including the South West processes is available on the WACHS internet page, (<http://www.wacountry.health.wa.gov.au/index.php?id=pats>); and
- The South West PATS team also sends information to community members by mail or via e-mail.

Printed information is generally displayed in waiting rooms, on pin boards as well as being advised of the scheme by the patient's referring practitioner.

In regard to your query regarding accessibility of information I can advise that *The PATS Guide to Patients and their Carers* is available in alternative formats on request for either people with a disability, those of Aboriginal and/ or Torres Islander decent or non-English speaking background. This is outlined on the back cover of the brochure. This is available by contacting WACHS Central Office based in Perth.

Specifically to assist and prepare Aboriginal people for their patient journey there is a supplementary publication titled *My Travelling Booklet*.

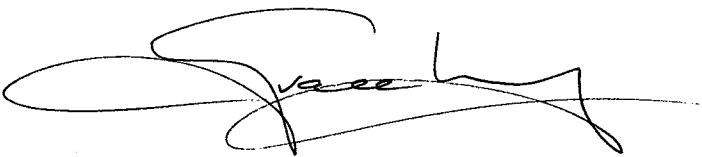
In addition to this, the South West PATS Regional Coordinator has previously met with South West Aboriginal Medical Service and South West aboriginal liaison staff and provided information sessions. These sessions were intended to better position these health and advocacy services to assist aboriginal patients to navigate the PATS process whilst they are dealing with their health issues.

The South West PATS Regional Coordinator has also been invited to several community groups to do a presentation on PATS and answer questions from the various groups. This form of information sharing allows for word of mouth information sharing to extended networks of people.

Printed information regarding PATS in the South West like all other regions is in English. Our model though at least for the registration component is via a call center – so WACHS – South West is able to ascertain if the applicant understands the process at the registration stage. Occasionally Culturally and Linguistically Diverse persons utilize family members to assist with registration of PATS claims, and PATS staff are encouraged to use the Translating and Interpreting Service to assist such clients if required.

I trust this information is of assistance. Should you have any further queries please contact Graham Bergin, South West PATS Regional Coordinator on 0429 953 530.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Grace Ley', with a large, stylized loop at the end.

Grace Ley
REGIONAL DIRECTOR
WACHS – SOUTH WEST

19 September 2014

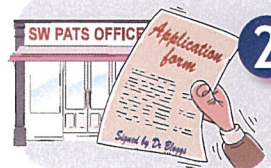
Enc.

The South-West process can be accessed in six easy steps:

- 1 Ask your GP to **phone or fax** the PATS office to register your claim.



- 2 Contact the SW PATS office on **1800 823 131** to complete your registration prior to your appointment.



- 3 If approved, you will receive a **PATS Specialist Certification form** to take to the specialist.



- 4 Make sure the specialist **signs this form** to confirm your attendance and any further necessary appointments.



- 5 Post or fax the **PATS Specialist Certification form** to the South West PATS office within eight weeks of your appointment and ensure all necessary receipts are attached.



- 6 Payment of any assistance you are entitled to will then be paid directly into your nominated account or posted out.



For more details on the information contained in this leaflet or for further information on PATS: visit www.wacountry.health.wa.gov.au/pats

or contact the SW PATS office on:

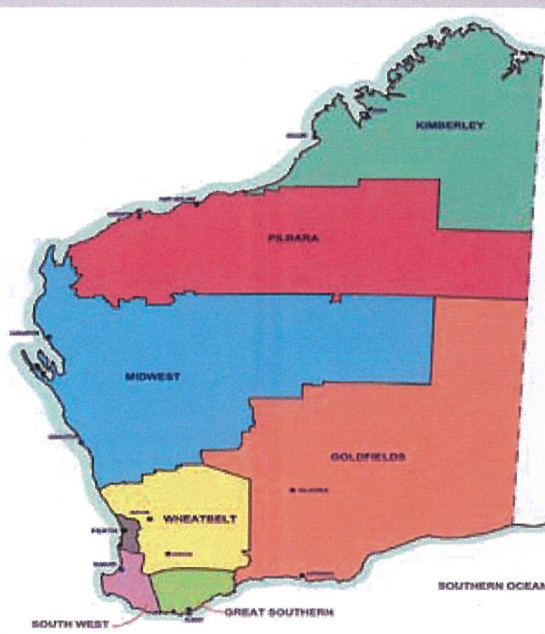
Ph: 1800 823 131 (toll free)
or 08 9427 9945 (normal call charges)

Fax: 08 9427 9011

P.O. BOX 712, OSBORNE PARK BC. WA 6916

Regional PATS Offices

Goldfields:	Kalgoorlie	9080 5681
	Esperance	9071 0801
Great Southern		1800 728 747
Kimberley		9194 2855
Midwest		9956 2216
Pilbara		1800 138 653
South West		1800 823 131
Wheatbelt		1800 728 792
Peel		9581 5088



Government of **Western Australia**
Department of Health
WA Country Health Service

Patient Assisted Travel Scheme (PATS)

A Guide for Patients and Carers
in the **South-West**



Government of **Western Australia**
Department of Health
WA Country Health Service



ROYALTIES
FOR REGIONS



What is PATS?

The Patient Assisted Travel Scheme (PATS) provides permanent country residents in a WA Country Health Service region with financial assistance when travelling more than 100kms to access the nearest eligible medical specialist service (including Telehealth).

Country patients needing to travel more than 70kms to access specialist medical treatment for cancer or dialysis, where the health service is unable to provide a transport service, are also eligible for some assistance.

PATS provides a subsidy to eligible patients, however it does not cover all costs associated with travel and accommodation.

This leaflet aims to provide a brief summary of PATS including eligibility, what is covered, assistance provided and the application process in six easy steps.

For more information about PATS visit www.wacountry.health.wa.gov.au/pats or contact your regional PATS office. Contact details are listed on the back of this leaflet.

What specialist medical services are covered?

Most specialist medical services covered by Medicare are eligible under PATS. However, referrals to other health professionals, for example allied health (speech pathology, physiotherapy, podiatry, clinical psychology, occupational therapy, audiology, and pathology), dentists and nursing professionals, are not covered by PATS.

Your local hospital or medical practitioner can provide details of specialist medical services covered under PATS.

What kind of assistance is available?

If you meet the eligibility criteria, assistance is available to travel on the most economical form of transport appropriate to your medical condition as recommended by your doctor.

Accommodation subsidies are also available for people who live 100kms away and are required to stay overnight for medical reasons, distance or transport schedules.

Escorts may be approved for people with certain medical conditions including people having cancer treatment, the frail, disabled or people under 18 years of age.

Your local PATS office can provide help with organising travel and accommodation if required. Fuel and accommodation subsidies can also be provided prior to travel if necessary.

How do I apply?

Ask your doctor to fax or phone the SW PATS office to register your claim. Prior to your appointment you are required to contact the office on 1800 823 131 to complete the registration process and be advised on the status of your claim.

If your claim is successful a specialist certification form will be posted out to you.

This form should be completed and signed by your specialist and returned to the SW PATS office within eight weeks.

*Working together for a
healthier country WA*

