





BOOKING PATIENT TRANSPORT SERVICE

Patient Transport Service uses transfer reasons to prioritise urgency of care and ensure the most appropriate vehicle and crew are sent. The below table outlines each of the transfer reasons and associated timeframes based on the current service level agreement.

	Transport reason	Description	Expected pick-up from request time
 Inter-hospital	Inter-Hospital Transfer (IHT) for Specialist Care	Transfer from one hospital to another for specialist treatment (admission for care involving diagnosis, specialist review/consult, admission requiring theatre etc.).	120 minutes
	Inter-Hospital Transfer (IHT) for Post Specialist Care	Transfer from one hospital to another closer to home or to a rehabilitation unit for continuation of care.	240 minutes
 Appointments	Appointment	Transport to a medical or diagnostic appointment at a fixed time.	15 minutes*
	Post Appointment	Return transport following an appointment.	30 minutes
	Dialysis In	Transport into routine Renal Dialysis Unit for treatment.	30 minutes*
	Dialysis Out	Returning home or to originating facility following routine renal dialysis treatment.	60 minutes
 Discharge	ED Discharge	Patient returning to their residence following discharge from an Emergency Department.	90 minutes
	New Nursing Home Admission	Transport to a residential aged care facility for a first admission.	120 minutes
	Other Discharge	Patient returning to their residence following discharge from a ward.	240 minutes
 Special care/other	End of Life Care	A patient receiving end of life care transferring either inter facility or returning to their residence.	120 minutes
	Airport Transfer	Patient travelling to an airport to board a commercial flight.	0 minutes*
	Escort Return	Return transport for a clinical escort who accompanied a patient on a one-way journey.	60 minutes

* Timeframe based on arrival at destination

See our website for further information including our eligibility criteria: www.health.nsw.gov.au/pts