Requesting Transport Officers and WA Police Assistance in Transporting Mental Health Patients Policy

1. Purpose
Individuals who are subject to Transport Orders (Form 4A) under the Mental Health Act 2014 (MHA 2014) may require Inter Hospital Patient Transport (IHPT) between WA health system public health facilities, or transport from community based locations to a WA health system public health facility. This policy provides direction regarding how these transfers should be arranged.

This policy is a mandatory requirement under the Mental Health Policy Framework.

This policy supersedes Operational Directives:
- OD 0659/16 Mandatory providers of road based patient transport services for individuals in metropolitan Perth under formal Transport Orders under the Mental Health Act 2014 (Form 4A); and
- OD 0664/16 Requesting Police Assistance for Transport under the Mental Health Act 2014.

2. Applicability
This policy is applicable to Health Service Provider staff who are involved with the authorisation and coordination of Transport Orders (Form 4A) for patients to or from WA health system public health facilities within or between the following health service areas:
- Child and Adolescent Health Service,
- East Metropolitan Health Service,
- North Metropolitan Health Service,
- South Metropolitan Health Service, and
- WA Country Health Service to the extent that transport is to or from the Bunbury Health Campus.

3. Policy requirements
3.1 Contracts HCNS 120214 (Non-Emergency Inter Hospital Patient Transport in metropolitan Perth) and C06423 (Services Agreement between the State of Western Australia and St John Ambulance Limited)

Use of the transport contracts HCNS 120214 and C06423 is mandated for Health Service Providers with the exception of Fiona Stanley Hospital within the South Metropolitan Health Service, for which it is optional.

3.2 Mental Health Transport Risk Assessment Form

To book patient transport for an individual who is subject to a Transport Order (Form 4A), Mental Health Service staff must complete a formal assessment of risk using the Mental Health Transport Risk Assessment Form. The risk assessment will determine which
provider can be booked for transport or whether WA Police assistance is required. In every case, the local inpatient service Bed Manager or delegate must determine bed availability at the destination before booking transport/requesting WA Police assistance.

Health Service Providers must ensure staff are providing a copy of (1) the Transport Order and (2) the Mental Health Transport Risk Assessment Form to the attending Transport Officer/s.

The Mental Health Transport Risk Assessment Form has a Patient Transport Provider section to record and report whether:

a) the Transport Provider is able to transport the patient, and reasoning if not able to transport the patient; and

b) whether physical and/or mechanical restraint was used during transportation and reasoning for the use of restraint.

Receiving Health Service Providers must place the Mental Health Transport Risk Assessment Form or copy of the form obtained from the Transport Provider on the patient’s medical file.

3.3 Selecting the Transport Provider

An individual in a WA health system public health facility who is subject to a Transport Order and who has been assessed by a psychiatrist, medical practitioner or Authorised Mental Health Practitioner (AMHP) as Low, Medium or High Risk must be provided with an IHPT service in the company of a Transport Officer (please refer to Table 1 for the provider options available).

An individual in the community who is subject to a Transport Order and who has been assessed by a psychiatrist, medical practitioner or AMHP as Low, Medium or High Risk must be provided with a transport service in the company of a Transport Officer (please refer to Table 2 for the provider options available).

A psychiatrist, medical practitioner or AMHP who assesses an individual as ‘Significant’ risk must request WA Police assistance. Priority for assistance will be determined according to WA Police operational demands.

Table 1. Inter Hospital Patient Transport

<table>
<thead>
<tr>
<th>Assessed level of risk</th>
<th>Type of transport assistance required</th>
<th>Potential providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low or Medium</td>
<td>Transport Officer (under HCNS120214)</td>
<td>National Patient Transport</td>
</tr>
<tr>
<td></td>
<td></td>
<td>St John Ambulance</td>
</tr>
<tr>
<td>High</td>
<td>Transport Officer (under C06423)</td>
<td>St John Ambulance</td>
</tr>
<tr>
<td>Significant</td>
<td>Police Officer</td>
<td>WA Police</td>
</tr>
</tbody>
</table>

Table 2. Community to Hospital Patient Transport

<table>
<thead>
<tr>
<th>Assessed level of risk</th>
<th>Type of transport assistance required</th>
<th>Potential providers</th>
</tr>
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<tbody>
<tr>
<td>Low or Medium</td>
<td>Transport Officer (under C06423)</td>
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<td>High</td>
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<tr>
<td>Significant</td>
<td>Police Officer</td>
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3.4 Operational Hours of Transport Providers
Transport services are available during particular hours only. Health Service Providers can make bookings outside of current operational hours, but Transport Providers will action bookings during operational hours only (please refer to the Mental Health Patient Transport Service Booking Reference Guide for advice on current operational hours).

Please note a Transport Order can authorise a Police Officer instead of a Transport Officer to carry out the order if the practitioner (Medical or AMHP) or psychiatrist making the order is satisfied -

(i) a Transport Officer will not be available to carry out the order within a reasonable time; and

(ii) any delay in carrying out the order beyond that time is likely to pose a significant risk of harm to the person being transported or to another person.

3.5 Cost of Transportation Service
The WA health system public health facility or Community Mental Health Service Team who request transportation will cover the cost of the transportation service.

4. Compliance, monitoring and evaluation

4.1 Compliance and monitoring
Health Service Providers are responsible and accountable for complying with this policy. To assure compliance with this policy, as appropriate, the System Manager will require Health Service Providers to audit patient medical files to ensure Health Service Providers and Transport Officers have appropriately completed the Mental Health Transport Risk Assessment Form for patients under a Transport Order.

4.2 Evaluation
The System Manager may source information to evaluate this policy. Information which may be sourced includes:

1. Number of Transport Orders (Form 4A) recorded through the Department of Health’s Psychiatric Online Information System (PSOLIS).

2. Summary of Health Service Provider medical record audits regarding the completion of the Mental Health Transport Risk Assessment Form and filing of the form on the medical record.

3. Number of patient transports reported by the contracted Transport Providers.

4. Reported breaches/investigations/complaints from Health and Disability Services Complaints Office (HaDSCO), Mental Health Advocacy Service and Health Service Providers.

5. Related documents
The following documents are required to give affect to this policy (i.e. the documents included are mandatory):

- Transport Order (Form 4A)
- Mental Health Transport Risk Assessment Form
6. **Supporting information**

The following documents inform this policy (i.e. documents that are not mandatory to the implementation of this policy but may support the implementation of the policy):

- [Chief Psychiatrist’s Standard: Seclusion and Bodily Restraint Reduction](#)
- [National Standards for Mental Health Services Standard 2.2](#)
- [Provision of Road Based Non-Emergency Inter Hospital Patient Transport Contract information (HCN)](#)
- [Mental Health Patient Transport Service Booking Reference Guide](#)

7. **Definitions**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Community</td>
<td>Sites including community based locations (e.g. a person’s home) and private hospitals</td>
</tr>
<tr>
<td>IHPT</td>
<td>Inter Hospital Patient Transport</td>
</tr>
<tr>
<td>Mental Health Transport Risk Assessment Form</td>
<td>A standard form distributed by the Mental Health Unit, Department of Health, which documents a formal assessment of risk presented by an individual during transport under the Transport Order and information related to such transport</td>
</tr>
<tr>
<td>Transport Provider</td>
<td>Entities contracted by the Department of Health to provide transport for mental health patients on Transport Orders under contracts HCNS 120214 and C06423.</td>
</tr>
<tr>
<td>Transport Officer</td>
<td>A person authorised under the Mental Health Regulations 2015 to carry out a Transport Order made under the Mental Health Act 2014</td>
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<tr>
<td>Transport Order</td>
<td>Formal Transport Order made under the Mental Health Act 2014 (Form 4A)</td>
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8. **Policy owner**

**Assistant Director General, System Policy and Planning.**

Enquiries relating to this policy may be directed to:

Title: Mental Health Unit, Clinical Support Directorate  
Division: System Policy and Planning  
Email: mhu.csd@health.wa.gov.au

9. **Review**

This mandatory policy will be reviewed and evaluated as required to ensure relevance and recency. At a minimum it will be reviewed within two years after first issue and at least every five years thereafter.

<table>
<thead>
<tr>
<th>Version</th>
<th>Effective from</th>
<th>Effective to</th>
<th>Amendment(s)</th>
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<tr>
<td>MP0063/17</td>
<td>9 August 2017</td>
<td>06 September 2017</td>
<td>Original version</td>
</tr>
<tr>
<td>MP0063/17 v.1.1</td>
<td>06 September 2017</td>
<td>09 August 2020</td>
<td>Update to broken link</td>
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Before referencing this mandatory policy please ensure you have the latest version from the [Policy Frameworks](#) website.
The review table indicates previous versions of the mandatory policy and any significant changes.

10. Approval
This mandatory policy has been approved and issued by the Director General of the Department of Health.

<table>
<thead>
<tr>
<th>Approval by</th>
<th>Dr David Russell-Weisz, Director General, Department of Health</th>
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<tbody>
<tr>
<td>Approval date</td>
<td>27, July, 2017</td>
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<tr>
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<tr>
<td>RMR#</td>
<td>F-AA-23026</td>
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