

Part 20: Ambulance transportation

This Part of the Lifetime Care and Support Guidelines is made under the *Motor Accidents (Lifetime Care and Support) Act 2006* (the Act), including sections 11A, 11AA, 23, 28 and 58.

This version of Part 20 of the Lifetime Care and Support Guidelines (the Guidelines) takes effect on the date of gazettal in the NSW Government Gazette and applies to any assessment of treatment and care needs relating to ambulance transportation made on and from that date in respect of any participant in the Scheme, whether interim or lifetime, and whether accepted into the Scheme before or after the date of gazettal.

The Lifetime Care and Support Authority (Lifetime Care) may waive observance of any or parts of this Guideline. Waiving observance of all or part of this Guideline in any particular circumstances is not an indication that Lifetime Care will waive observance of this or any other Guideline in any other circumstances.

1 Reasonable and necessary ambulance transportation

- 1.1 Lifetime Care considers treatment and care needs for ambulance transportation, provided by organisations such as Ambulance NSW or St John's Ambulance, to be reasonable and necessary when the transportation is:
- a) not otherwise funded by Lifetime Care and is required because of the motor accident injury;
 - b) required to provide assistance for a participant to access, enter or be positioned in a vehicle, and the physical assistance required is greater than that expected to be provided by a taxi driver, attendant care worker or family member;
 - c) for receiving medical or hospital services related to the motor accident injury, or for receiving other services to meet the participant's treatment and care needs; and
 - d) there are no other alternatives and ambulance transportation is the only suitable means of transport for the participant. *For example, a participant with complex wounds after surgery is required to lie on their back, because sitting upright in a wheelchair or in a car seat would risk breakdown of their surgical wounds.*
- 1.2 The reasonable expenses in relation to the participant's assessed treatment and care needs in relation to ambulance transportation will not generally include:
- a) ambulance transportation provided under an existing fee agreement;
 - b) attendance-only charges for ambulance services; or

- c) active 'waiting time' for an outpatient driver service upon request by the hospital or facility unless there is a clinical need for the participant to be actively managed or supervised and an attendant care worker or family member is not present, in which case, active waiting time will only be paid for the time the outpatient driver has provided active supervision and assistance for the participant.

2 Method of assessment and criteria used to determine reasonable and necessary treatment and care needs in connection with ambulance transportation

- 2.1 To determine whether a participant's need for ambulance transportation is reasonable and necessary in the circumstances, the following factors are relevant:
 - a) the participant's individual needs for ambulance transportation in the context of other treatment and services provided, such as medical treatment and surgery;
 - b) the circumstances where the ambulance transportation is required, such as:
 - i. between hospitals; from a hospital to the participant's residence after a stay in hospital as an in-patient; or for other medical treatment or therapy services;
 - ii. consideration of whether other services have been provided, such as vehicle modifications, that will eliminate the need for ambulance transportation; and
 - iii. consideration of the period for which ambulance transportation is required.
- 2.2 Information required by Lifetime Care to assess a participant's treatment or care need in connection with ambulance transportation includes information:
 - a) from a medical practitioner or health professional as to the need for ambulance transportation compared with other alternatives;
 - b) on any pre- or co-existing medical conditions that may impact on their needs for or in connection with ambulance transportation;
 - c) about whether supervision for behavioural management is required; and
 - d) whether a family member or attendant care worker is available to provide assistance.
- 2.3 The following procedures are to be followed when assessing treatment and care needs in connection with ambulance transportation (unless the treatment is urgent or occurring immediately following the motor accident):
 - a) Lifetime Care will assess the participant's needs for ambulance transportation on request and prior to service delivery; and
 - b) the ambulance transportation must be requested using an itemised quotation.