

# Non-Emergency Patient Transport (NEPT) System



# Facility User Manual

## Version

Version	Date	Editor	Amendment / Reason
V1.0	July 2020	Communications Studies Unit	Creation of Facility User Manual
V1.1	May 2022	Communications Studies Unit	New Cover
V2.0	May 2023	Communications Studie Unit	New Version post recent feedback and updates
V2.1	May 2023	Communications Studies Unit	New screenshots change of wording and formatting.

## Classification

This document has been security classified using the Queensland Government Information Security Classification Framework (QGISCF) as OFFICIAL - PUBLIC and will be managed according to the requirements of the QGISCF.

## Assumptions

It is assumed that the User is familiar with Internet based computer programs and has access to a supported web browser (Microsoft Edge® or Google Chrome®) to apply the actions outlined within this manual and other supporting training material for the QAS Non-Emergency Patient Transport Request System.

Table of Contents

1.	Introduction . . . . .	6
2.	Privacy . . . . .	7
2.1.	Terms of Access and Use . . . . .	7
2.2.	Privacy Confirmation. . . . .	7
2.3.	Privacy Training . . . . .	7
3.	Login . . . . .	8
3.1.	QH employees only. . . . .	8
3.1.1.	Password reset Qld Health . . . . .	8
3.2.	Private medical facilities login . . . . .	8
3.2.1	Password reset private medical facilities . . . . .	9
3.3	Logout . . . . .	9
4.	System Settings . . . . .	10
4.1.	Autofill and Addresses . . . . .	11
5.	NEPT User Roles. . . . .	12
5.1.	Facility User . . . . .	12
5.2.	Facility Validator . . . . .	12
5.3.	Facility Administrator. . . . .	12
5.4.	Facility Users Permission Matrix. . . . .	13
6.	Training and Resources. . . . .	13
7.	System Navigation . . . . .	14
7.1.	Navigation Icons . . . . .	15
7.1.1.	The Filter Navigator . . . . .	15
7.1.2.	All Applications button . . . . .	15
7.1.3.	Favourites Menu button . . . . .	15
7.1.4.	History button . . . . .	15
7.2.	Navigation Menu . . . . .	16
7.3.	Lists and Records . . . . .	17
7.3.1.	Search within a List. . . . .	17
7.3.2.	Change the Information Displayed in a List . . . . .	17
7.3.3.	Create Favourites List Views . . . . .	17
7.3.4.	How to Create Favourites Lists. . . . .	20
7.3.5.	Display the Favourites List . . . . .	24
7.3.6.	Edit or Customise a 'Favourites' tab hyperlink . . . . .	25
7.3.7.	Delete a Favourites Link . . . . .	26
8.	Request Management . . . . .	28
8.1.	Request Form . . . . .	28
8.1.1.	New Requests . . . . .	28
8.1.2.	Multi-trip Requests . . . . .	31
8.2.	Exceptions . . . . .	34
8.3.	View Existing Requests . . . . .	35
8.3.1.	Modify Existing Requests or Trips . . . . .	36
8.3.2.	Confirmed Trips . . . . .	36
8.3.3.	Patient Ready Now . . . . .	37
8.3.4.	Cancel Existing Requests or Trips . . . . .	38
8.3.5.	Accidental Cancellation of an Existing Request or Trip . . . . .	40
8.3.6.	Interstate Patients. . . . .	40

8.3.7.	Overseas Patients .....	40
8.3.8.	Transports from a Public or QHealth Facility .....	41
8.3.9.	Transports from a Private Facility .....	42
8.3.10.	A 'To' Transport .....	42
8.3.11.	Return or Discharge Transports from a Private Facility .....	42
8.3.12.	Warning Banners .....	43
9.	<b>Trip Management .....</b>	<b>44</b>
9.1.	Dashboard .....	44
9.2.	Confirmed .....	45
9.3.	Awaiting Facility Validation .....	45
9.3.1.	Validate Trip Requests .....	45
9.4.	Confirmed .....	46
9.5.	Tailor Validation Screen .....	47
9.6.	Expiring Multi Trips .....	47
9.7.	Activity Log .....	47
9.8.	Public Holidays .....	47
9.9.	Process Flow for Facilities with a Validation Hub .....	48
9.10.	Process Flow for Facilities without a Validation Hub .....	49
9.10.1.	Request Statuses .....	50
10.	<b>Facility Administration .....</b>	<b>51</b>
10.1.	<b>Users (Facility Administrators Only) .....</b>	<b>51</b>
10.1.1.	Create a New User .....	51
10.1.2.	Deactivation of a User account .....	53
10.1.3.	Lock out a User account .....	54
10.1.4.	Reset a QHealth User Password .....	54
10.1.5.	Reset a Non-QHealth User Password .....	54
10.1.6.	User Groups .....	55
10.1.7.	User Account Preferences .....	55
10.1.8.	User Account Personalisation .....	56
10.1.9.	General Settings .....	56
10.1.10.	Theme Settings .....	56
10.1.11.	Lists Settings .....	57
10.1.12.	Forms Settings .....	57
10.1.13.	Notifications Settings .....	57
10.2.	<b>Patients .....</b>	<b>58</b>
10.2.1.	List Patient Records .....	58
10.2.2.	Create Patient Records .....	58
10.2.3.	Display Patient Records .....	61
10.2.4.	Maintain or Update Patient Records .....	63
10.2.5.	Decease a Patient .....	63
10.2.6.	De-activating a Patient .....	64
10.2.7.	Re-activating a Patient .....	65
10.2.8.	SMS or Email notifications .....	65
10.3.	<b>Referring Clinicians .....</b>	<b>66</b>
10.3.1.	Create a New Referring Clinician .....	66

10.3.2.	View / Modify a Referring Clinician . . . . .	66
10.3.3.	De-activating Referring Clinician . . . . .	67
10.4.	Facilities . . . . .	67
10.4.1.	View a Facility. . . . .	67
10.4.2.	View Ward Details . . . . .	67
10.4.3.	View Patient Details . . . . .	67
10.4.4.	View Referring Clinician Details . . . . .	68
10.4.5.	View NEPT Requests Details . . . . .	68
10.4.6.	View Users Details . . . . .	68
10.4.7.	View Support Tasks Details . . . . .	68
11.	Support Tasks . . . . .	69
11.1.	My Support Tasks . . . . .	70
11.1.1.	Creating a New Support Task . . . . .	70
11.1.2.	View a Support Task . . . . .	73
11.2.	My Groups Support Tasks. . . . .	73
11.2.1.	Create a New Support Task . . . . .	73
11.2.2.	View a Support Task . . . . .	73
12.	Search within NEPT . . . . .	74
12.1.	Search within Lists . . . . .	74
12.2.	Search within Fields . . . . .	74
12.3.	Search within Dates . . . . .	75
12.3.1.	List Search . . . . .	75
12.3.2.	Column Filter Search . . . . .	77
12.4.	Global Search . . . . .	78
13.	Controls . . . . .	79
14.	Tags and Filters . . . . .	80
14.4.1.	Tags . . . . .	80
14.4.2.	Filters . . . . .	81
15.	Personalise Lists . . . . .	83
16.	Medical Facility Access Applications . . . . .	84

## 1. Introduction

This User Manual and the online QAS Non-Emergency Patient Transport Request System is for future Non-Emergency patient transport requests **ONLY**.

If an Emergency Ambulance is required, Dial Triple Zero (000)

The Queensland Ambulance Service (QAS) Non-Emergency Patient Transport (NEPT) Request System is an online software platform implemented by the QAS to improve the process for requesting Non-Emergency Patient Transport Services (PTS) by Queensland Health facilities and private medical facilities.

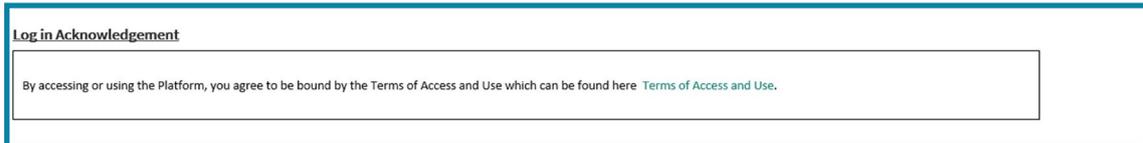
NEPT will replace manual paper-based documents and has been designed to interface with the Recording all Facility Transport (RaFT) System; currently being used by some Queensland Health Hospitals. NEPT will aid in reducing time lost by health care providers when requesting Non-Emergency Patient Transport services delivered by the QAS.

## 2. Privacy

In all aspects of the NEPT system there are strict privacy policies in place. These are the same policies that are currently in place for all QAS employees.

### 2.1. Terms of Access and Use

When users sign in to the NEPT system, they will be forced to read and agree to the terms and will automatically accept the Terms of Access and Use, as defined in ' Non-Emergency Patient Transport System Terms of Access and Use', which can be located via the link on the login screen. The Terms of Access can also be accessed via the link to the [Terms of Access and Use](#).

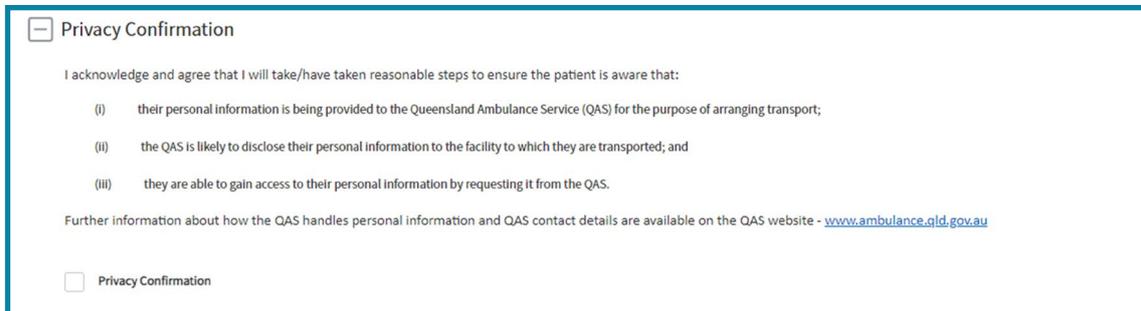


**Log in Acknowledgement**

By accessing or using the Platform, you agree to be bound by the Terms of Access and Use which can be found here [Terms of Access and Use](#).

### 2.2. Privacy Confirmation

Each time a new request is created in NEPT the user must accept a Privacy Confirmation statement, the details of which can be located via the link on the request screen or by clicking [here](#) to see how QAS manages patient information.



Privacy Confirmation

I acknowledge and agree that I will take/have taken reasonable steps to ensure the patient is aware that:

- (i) their personal information is being provided to the Queensland Ambulance Service (QAS) for the purpose of arranging transport;
- (ii) the QAS is likely to disclose their personal information to the facility to which they are transported; and
- (iii) they are able to gain access to their personal information by requesting it from the QAS.

Further information about how the QAS handles personal information and QAS contact details are available on the QAS website - [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au)

Privacy Confirmation

### 2.3. Privacy Training

It is recommended that all Facility staff undertake mandatory annual privacy training.

### 3. Login

#### 3.1. QH employees only

To access NEPT, all approved users will be required to use the link and follow the prompts to authenticate your facility details.



##### 3.1.1. Password reset Qld Health

QHealth employees will be using their Single Sign-on for NEPT. If there is an expired or forgotten password, contact the appropriate IT Service Centre provider to have the password reset.

Once the password has been reset, should any issues occur, contact the NEPT Administrator for assistance.

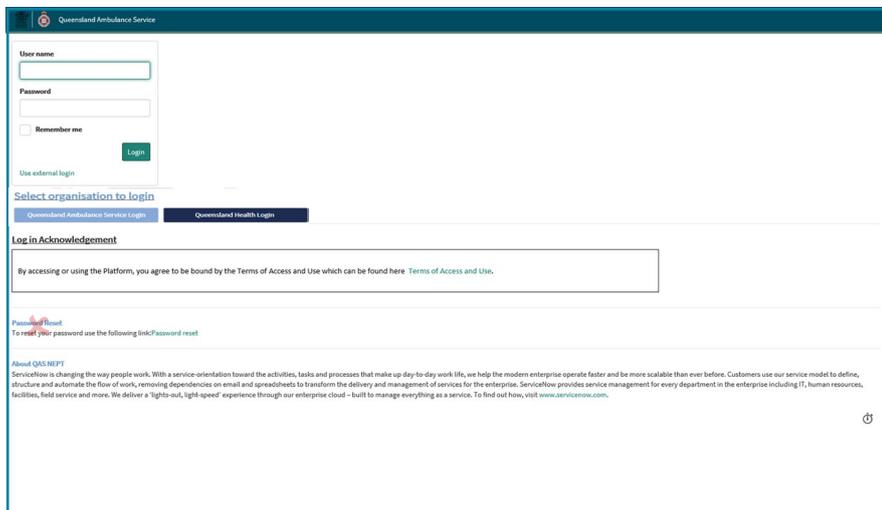
**Do not use** the 'Password Reset' option below the NEPT login section, this is for private medical facilities only.

#### 3.2. Private facilities login

NEPT can be accessed externally by using this link: <https://qasnept.service-now.com/>.

The User will receive a username and a temporary password to access NEPT once a Facility Administrator creates the user profile.

- Enter the 'Username and Password' provided in the confirmation email from NEPT.
- **Do Not** select 'Use external login'.
- Select 'Login' button
- On initial login, the user will be prompted to change their password and agree to the NEPT Terms and Conditions.

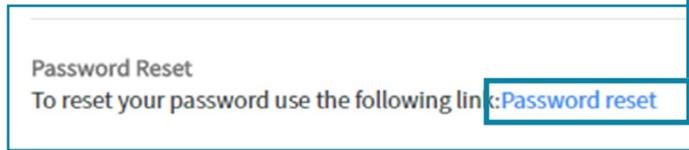


### 3.2.1. Password reset private medical facilities

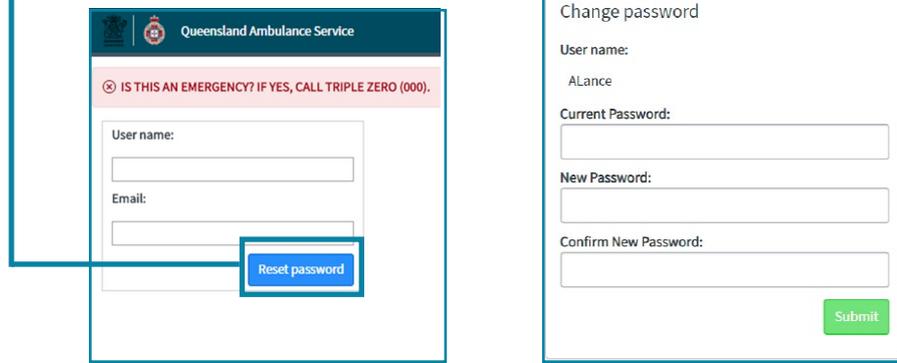
All Non-QHealth Users can reset their password by visiting the application login screen and clicking the 'Password reset' link. The user will be required to enter their User name and email address for the system to issue a new temporary password via email.

To reset a password, follow the below steps:

1. Click on the 'Password reset' button.



2. Complete User name and email details then click on the 'Password reset' button, if the email address and user name match, an email with the subject "QAS Non-Emergency Patient Transport Booking System reset request" will be sent to the specified email address. This email will include a new temporary password.

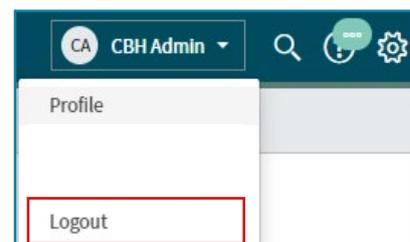


3. Open the email titled "QAS Non-Emergency Patient Transport Booking System reset request". Make a note of the temporary password from the email. The email will explain the criteria around what is an appropriate password and the necessary combinations of letters, numbers and characters that are required to make an approved password.
4. Click on the link in the email to navigate back to the login screen and login using the newly allocated temporary password. The password expires immediately on use, so a new password will need to be created. The user will then be taken to a change password screen to create a new password.
5. Once the password has been successfully changed, login normally using the updated password.

### 3.3 Logout

A user can logout of their account from the 'User menu' on the top toolbar of the NEPT application.

1. Select the arrow beside your NEPT user menu.
2. Select Logout.



## 4. System Settings

NEPT will work most efficiently on the Google Chrome® platform, although it will still work on other Web Browser platforms such as Microsoft Edge®.

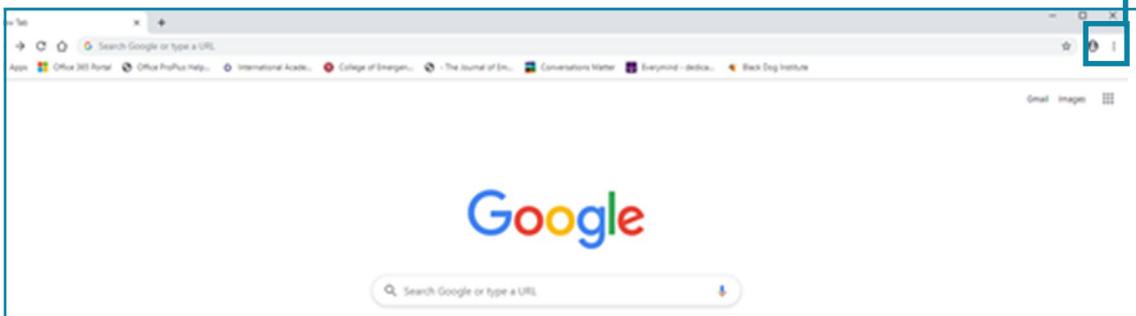
There are some system settings that can be made to enhance the features of Google Chrome® and Microsoft Edge® so the user can take advantage of its features. QAS and QH default browser is Microsoft Edge®.

In this instance, the features are for:

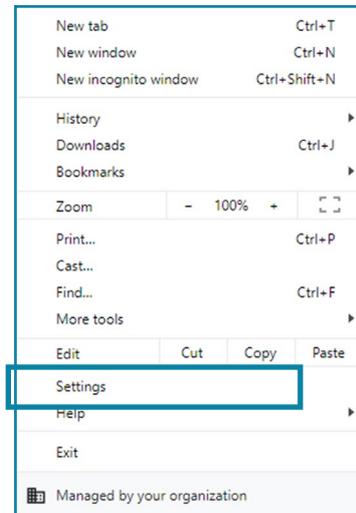
- Autofill
- Addresses

### 4.1. Autofill and Addresses

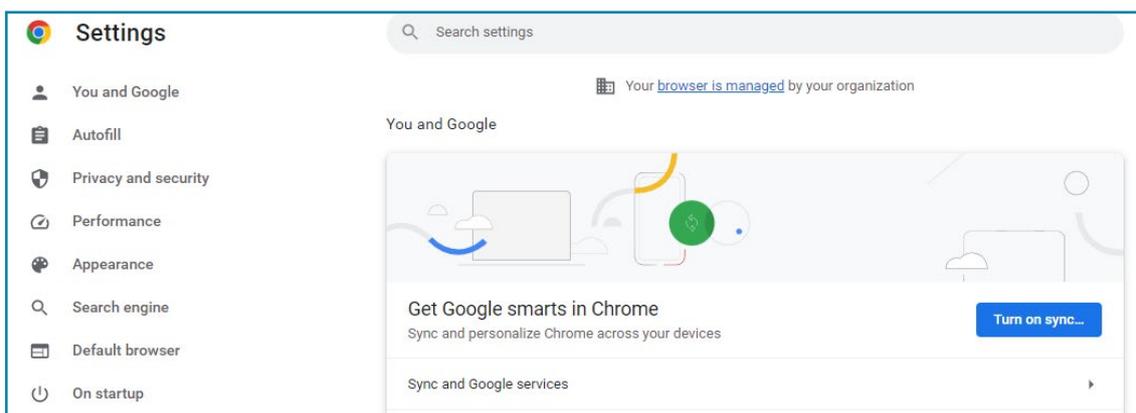
1. Open a Google Chrome® window.
2. Click on the 3 vertical dots in the top right side of the screen.



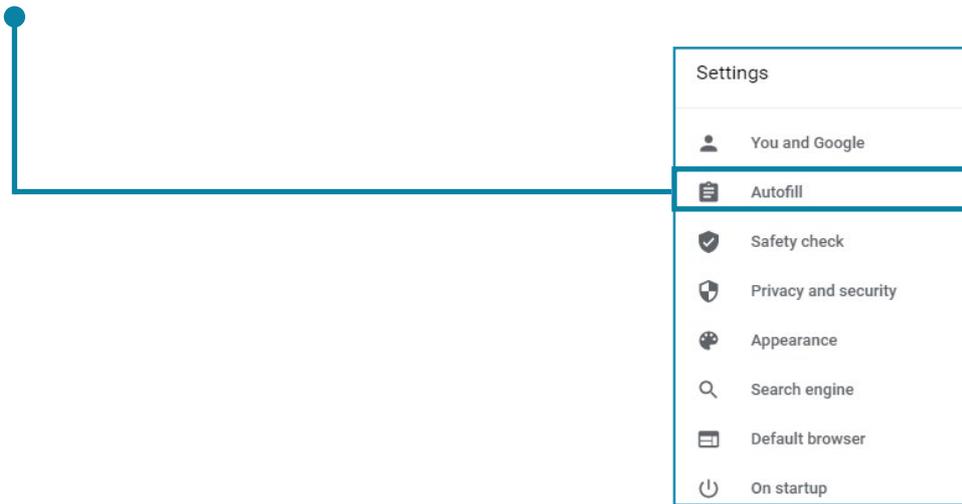
3. This will present a drop-down box.



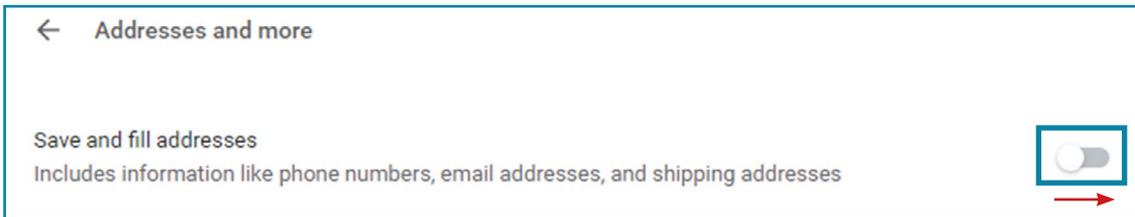
4. Select Settings.
5. This will present the Google Chrome® settings window.



6. Select Autofill.



7. Select Addresses and more, slide the toggle to turn the option on, (left to right).

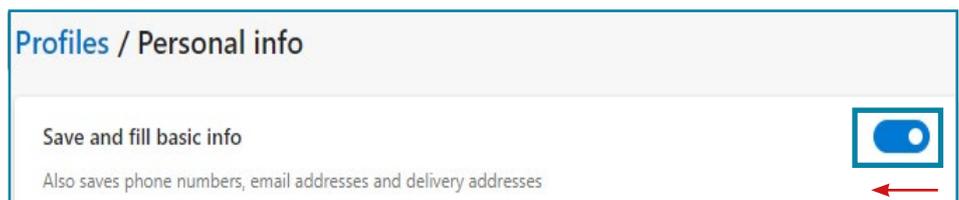
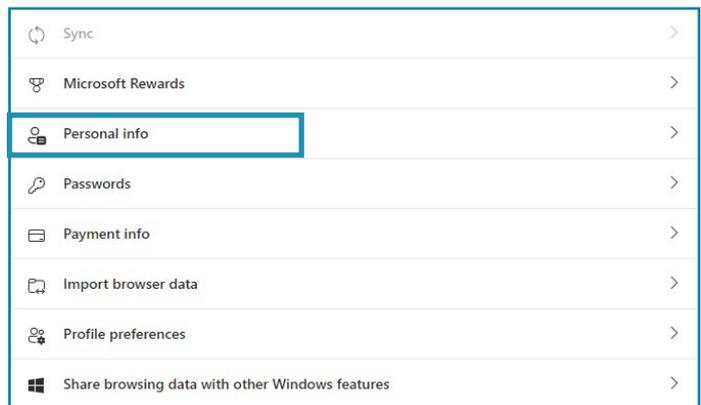


### 4.1.1. Autofill and Addresses

1. When using, Microsoft Edge® click the 3 dots and select Setting



2. Click to open Personal info



3. Click to turn off Save and fill basic info

4. Close the Microsoft Edge® window and the changes will take effect.

## 5. NEPT User Roles

The QAS NEPT Request System is divided into three (3) separate user roles. These user roles are based upon the access level granted by the individual facility and control the level of access the user has within the QAS NEPT Request System.

Facility User roles are:

- Facility User
- Facility Validator
- Facility Administrator

### 5.1. Facility User

A Facility User is responsible for generating the initial request for NEPT on behalf of the facility, ward or medical practitioner.

A Facility User could hold the position of RN, EN, Ward Clerk or an Administration Officer.

The Facility User can complete the following tasks:

- Create Non-Emergency Patient Transport requests for their facility and submit to the QAS (or the Facility's validation hub)
- Create new referring clinicians (via the NEPT request form)
- Update existing requests
- Create and maintain patients for their facility
- Modify or cancel requests for the facilities they belong to

### 5.2. Facility Validator

The Facility Validator is a user within a hospital validating hub or transit hub.

A Facility Validator holds the functional position that validates/approves transport requests before they are sent to the QAS and usually would be in a transit hub, if there is one present. The Facility Validator may be in the position of a Bed Manager or be responsible for patient flow within a Facility.

To ensure a Facility Validator is able to validate transport requests they must be added to a Facility Validation Group. In addition to holding the same access levels as a Facility User, a Facility Validator is responsible for validating requests for Non-Emergency Patient Transport created on behalf of the facility's wards that are allocated within the hub. The role is responsible for ensuring the requests for non-emergency ambulance transport are valid, alternate transport options have been assessed and that the transport request meets [QAS transport guidelines](#).

### 5.3. Facility Administrator

A Facility Administrator has the same access as a Facility Validator.

A Facility Administrator would hold the over-arching responsible position of managing NEPT for the Facility, i.e. users, passwords etc. This may be a Ward Manager or an Office Manager.

In addition to this the Facility Administrator has the ability and responsibility to complete the following tasks within NEPT:

- Create and maintain users at the facilities they have access to
- Create and maintain referring clinicians at the facilities they have access to
- Generate reports for their facilities

## 5.4. Facility Users Permission Matrix

Function / Role	Facility User	Facility Validator	Facility Administrator
Create new requests	✓	✓	✓
Update existing requests	✓	✓	✓
Create new patients	✓	✓	✓
Update existing patients	✓	✓	✓
Cancel requests for service	✓	✓	✓
Validate requests for validation groups of which they are a member		✓	✓
Create users			✓
Update users including passwords and status			✓
Create referring clinicians	**	**	✓
Update referring clinicians			✓

\*\* Facility Users and Facility Validators can create new Referring Clinicians when creating a new request for Non-Emergency Patient Transport.

## 6. Training and Resources

In addition to this User Manual further training resources can be found online at:

### [QAS Patient Transport Service.](#)

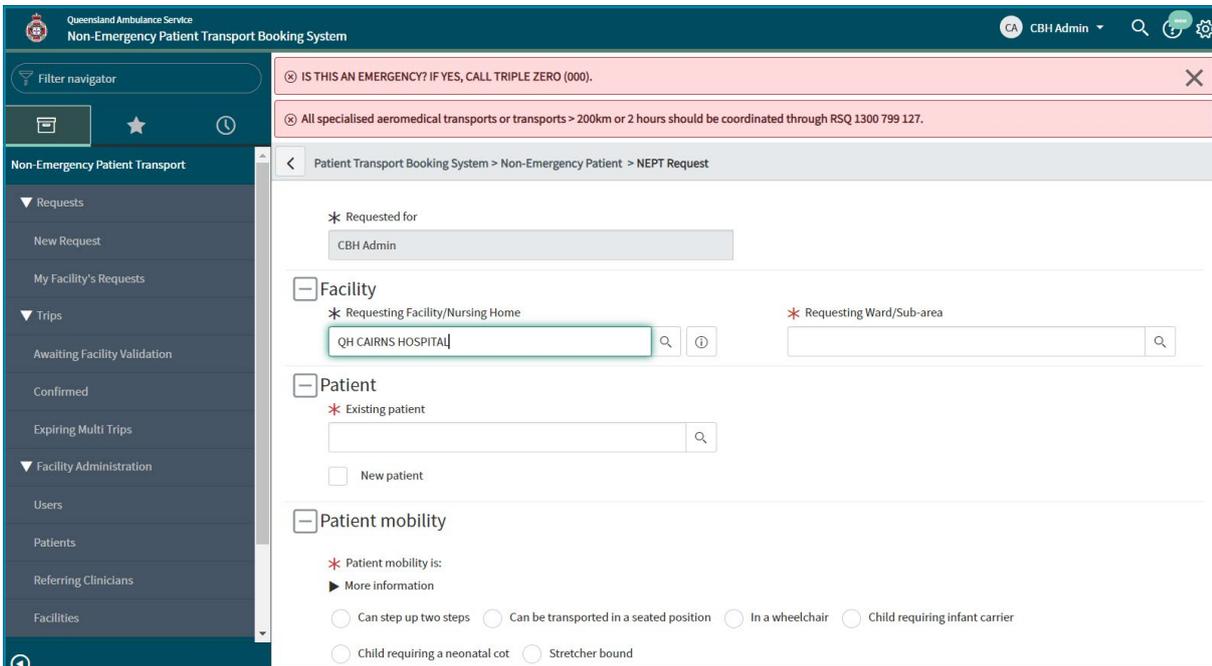
There is a series of short videos and Quick Start Guides to assist with:

- Logging in (Video)
- Creating a new request (Video)
- How to View and Modify a NEPT Request (Video)
- How to Create a User - Facility Administrator Only (Video)
- Validating a Request - Facility Validator and Administrator Only (Video)
- Exporting Data - Facility Administrator Only (Video)
- Quick Reference Guides

Refer to your Facility Administrator for further QAS NEPT Request System training and support.

## 7. System Navigation

Upon logging into NEPT the user will be presented with the 'New NEPT Request' screen and a series of tabs which are located down the left of the screen which will assist the user to navigate and access all components of the NEPT system.



### 7.1. Navigation Icons

These are short-cuts to predefined commands that will make it easier for the user to navigate around NEPT, these are explained in detail below.

#### 7.1.1. The Filter Navigator



This search bar allows the user to complete a quick search to locate a function tab or drop-down menu e.g. "New Request".

#### 7.1.2. All Applications button



This button is used to display the full navigator menu.

### 7.1.3. Favourites Menu button



NEPT allows a user to mark a menu tab as a favourite. This provides the user with a direct link to the selected screen. These are discussed in '[Creating Favourite List Views](#)'.

### 7.1.4. History button



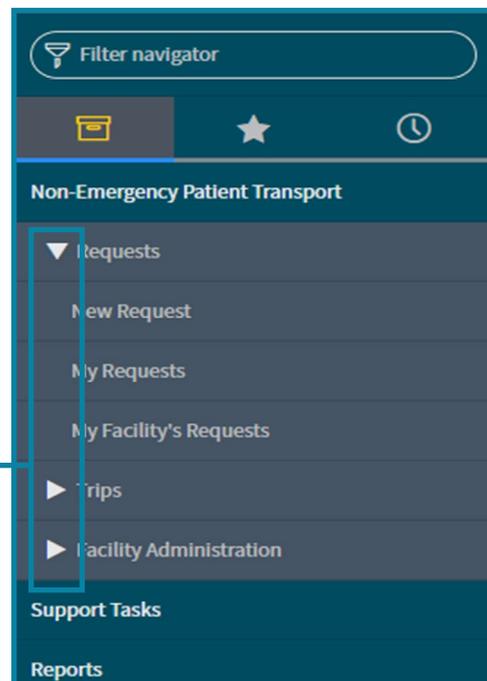
This button presents the users search and action history, allowing a user to revisit previously viewed or updated cases as well as previously set filters and search terms. The 'Set up your favourites' window opens.

## 7.2. Navigation Menu

To navigate throughout NEPT, use the 'Navigator Menu' located on the left of the screen.

Click on the arrows to expand or collapse menu windows

Typically, selecting a menu option will generate a predefined list of records.



### 7.3. Lists and Records

When a predefined tab is selected a list displaying the results is presented. These lists can be tailored to suit the users' individual requirements.

	Number	Requested for	Requesting facility	Requesting ward	Patient	Date of birth	State	Referring clinician
	NEPT0005465	Amanda.QAS.PTS	QH PRINCESS ALEXANDRA HOSPITAL	PAH (BANKSIA)	TESS CRASH	01/02/2003	Pending QAS Booking	Dr Who
	NEPT0005453	Amanda.QAS.PTS	QH ROYAL BRISBANE HOSPITAL	RBH (HADS)	POSSUM MAGIC	01/01/1981	Pending QAS Booking	Bob Smith
	NEPT0005481	Amanda.QAS.PTS	QH ROYAL BRISBANE HOSPITAL	RBH (HYPERBARIC)	TIM JONES	23/08/1945	Awaiting Information	Dr Armelle Caramel
	NEPT0005467	Amanda.QAS.PTS	QH PRINCESS ALEXANDRA HOSPITAL	PAH (A&E)	TEST MCTESTING	02/02/1992	Pending QAS Booking	Dr Livingstone

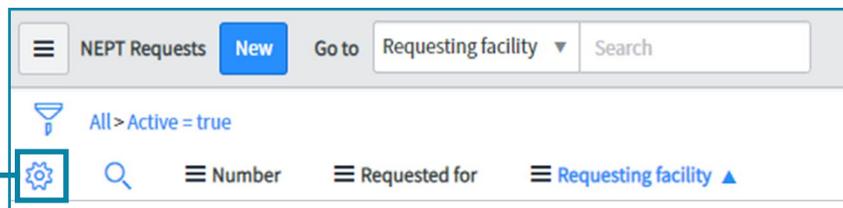
Users can change the view of the list or details displayed by filtering or altering any of the fields based on drop-down box selections.

Each of the drop-down lists arrange the data to match the sequencing the sort has been performed for, e.g. arranged numerically in ascending order, arranged alphabetically by requesting facility. Each new sort overrides the previous one. You can reverse the direction of the display by clicking on the column header.

Changes to lists in this manner are only temporary changes, they are not permanent changes to the presentation of the information. If there is a requirement to make a permanent change, the recently formatted list is to be created as a favourite or updated to an existing favourite, as described later in this section.

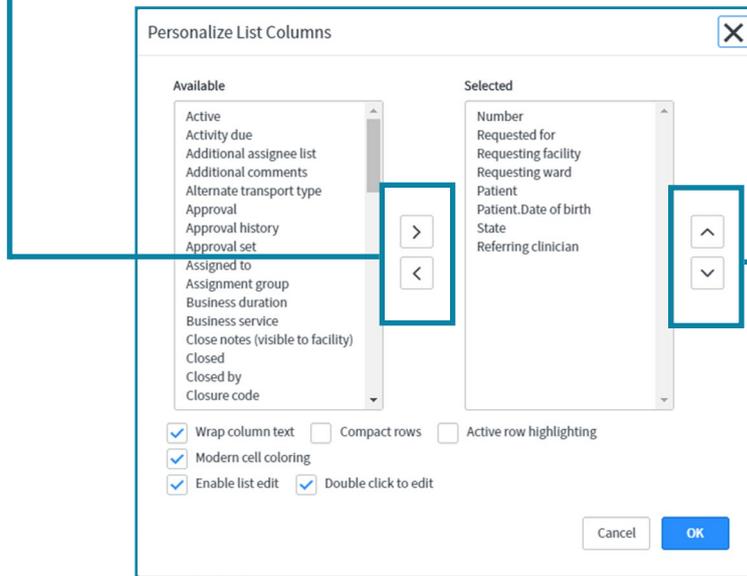
#### 7.3.1. Search within a List

A search can be performed on any field in an attempt to locate an incident or refine a list. Searching within lists has been detailed in this document, please refer to Section '[Search within Lists](#)' for details.



### 7.3.2. Change the Information Displayed in a List

The fields displayed in any list view can be personalised by the user. To do this click on the Cog icon.



A pop-up as illustrated below, will appear showing the available and selected columns.

- Clicking the left and right buttons will add or remove items from the list.
- Clicking the up and down buttons will adjust the sequence of selected columns.

### 7.3.3. Create Favourites List Views

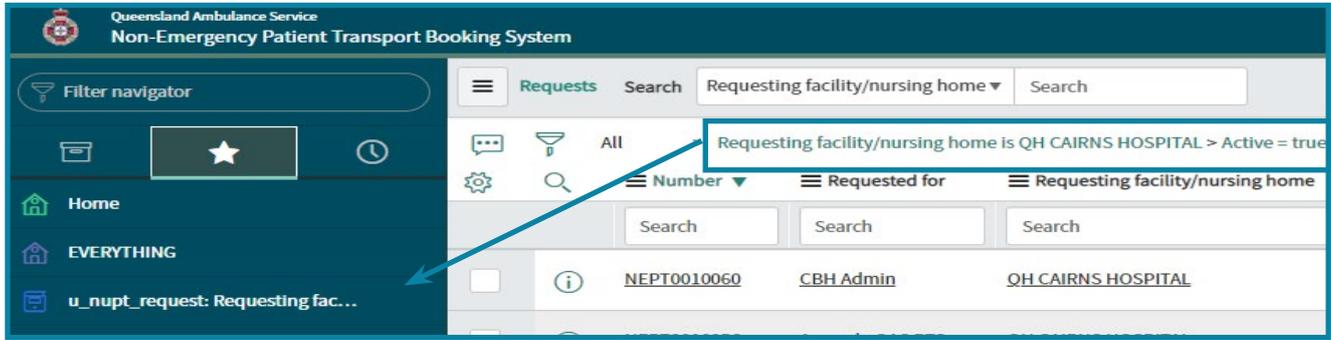
The user can create List Views or access save search criteria lists in the Favourites Menu tab. This will allow the user to set up favourites lists which consist of frequently used searches, e.g. all transports for a specific day (today, tomorrow, this week), all transports for a specific Facility, all transports from a Facility.

Once the list has been generated from the sort and customisation processes, the resulting format details can be saved to the Favourites menu.

When a user creates a favourite it will only save the filters (e.g. show active, facility) not the columns you selected. If a change is made to any list screen column (e.g. Trips) this change will reflect across all trip list screens, including favourites.

If the user references a field called 'Updated' and they remove it from the Active Trips list this will remove this column from any trips lists that are saved as favourites, however if the filter for the favourite is to include only specific fields, including 'Updated' the data displayed will be correct, the 'Updated' column will not display.

1. Click on the Favourites icon.
2. Hover the mouse over the filter breadcrumb (boxed in red - see e.g. P.18).
3. Left Mouse flick and hold.
4. Drag the highlighted field across to the Favourites screen (as per the red arrow - See e.g. P.18)



This will keep the current formatted list saved in the users Favourites, which can be referenced at any time.

If the breadcrumb has many components, click on the last listed component to take the display to the Favourites menu. This will capture the whole breadcrumb to the Favourites menu, otherwise the saved list will not be correctly reflected and may only contain an aspect of the customised display.

Favourites can be customised by changing the name and the colour of the icon, which is detailed further in the section '[Edit or Customise a 'Favourites' tab hyperlink](#)'.

As with many programs, NEPT has alternative ways to perform the same function. The alternate way to add a new entry to the Favourites menu is listed in these steps.

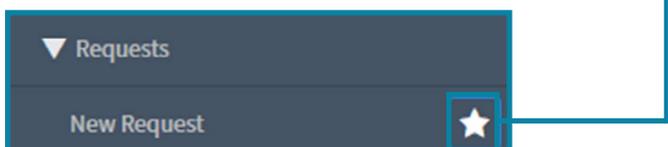
1. On an expanded menu selection hover your mouse over the menu tab you wish to add to the users Favourites list.



2. For this example, the 'New Request' tab is shown. Move the cursor over the star, an 'Add to Favourites' box will appear.



3. Left click on the star to make it appear completely white in colour. This will add the link to the Favourites menu.



### 7.3.4. How to Create Favourites Lists

The following examples are how to create a Favourites List that may be useful for day to day operations. The initial display explains step by step, but the remainder will give examples of the filter options and the breadcrumb list.

The process is the same to create or alter a generated list, it is only the filter options that change.

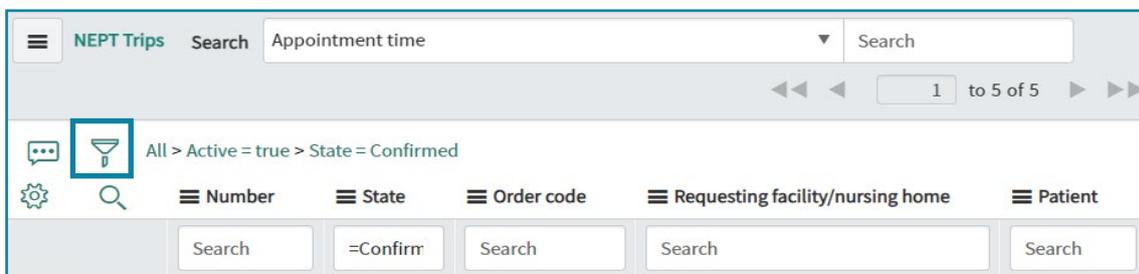
#### 7.3.4.1. Examples of creating a Favourite List

The following series of examples are step by step details on creating favourite lists in varying aspects.

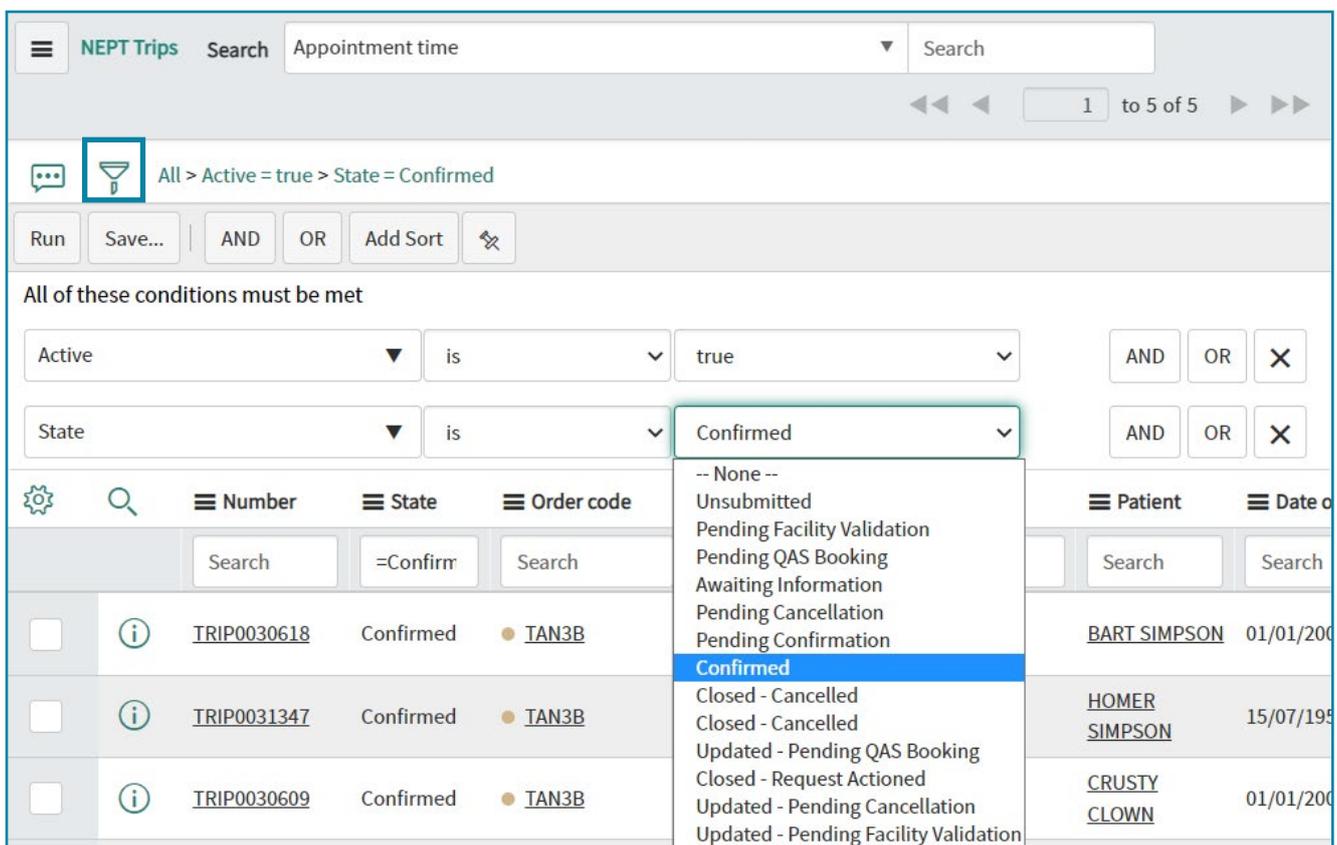
##### 7.3.4.1.1. Cairns Base Hospital requests for Today

This is a step by step example of requests that are currently active and have been requested by Cairns Base Hospital for the current day.

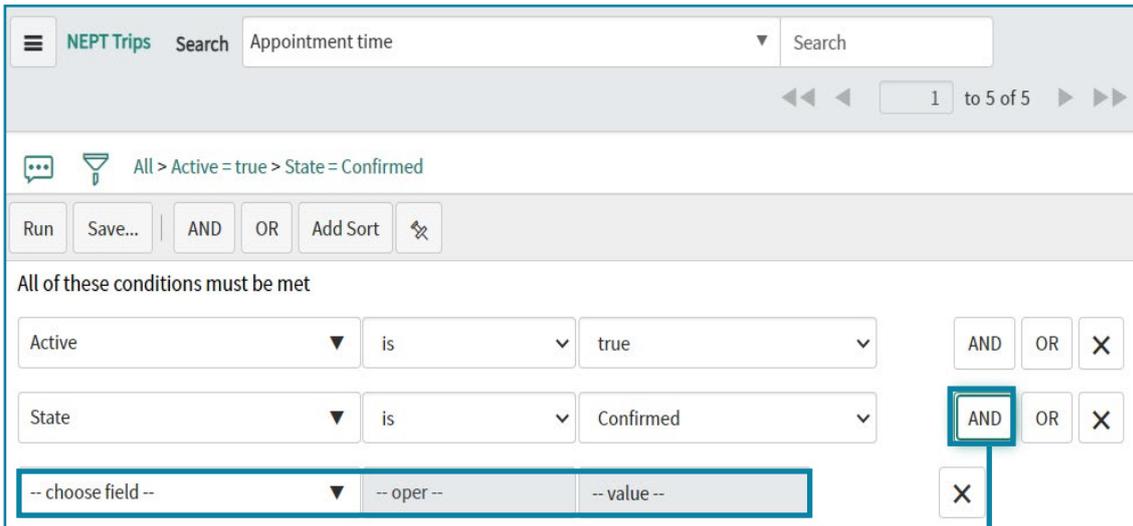
1. On the left-hand side of the screen, under the trips tab select 'Confirmed'  
This will present the following at the top of the screen
2. Click on the Filter icon



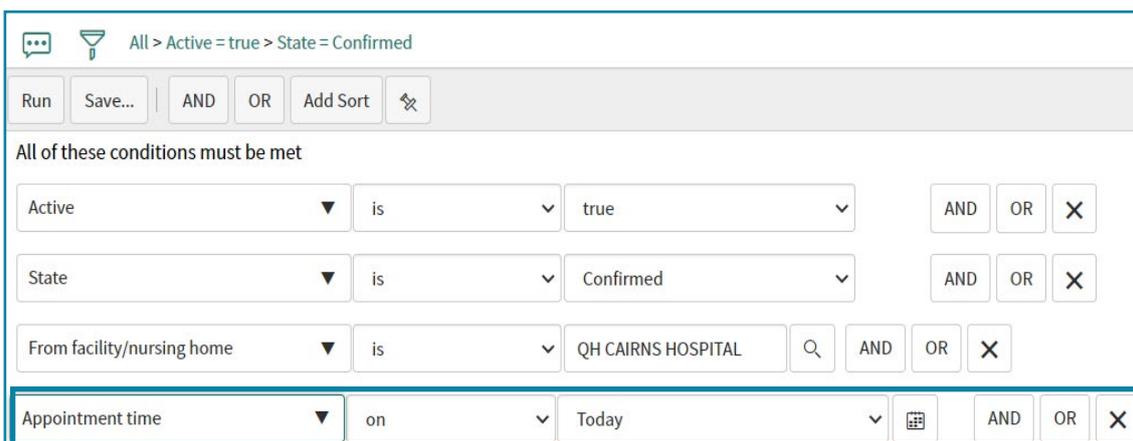
This will present filter options



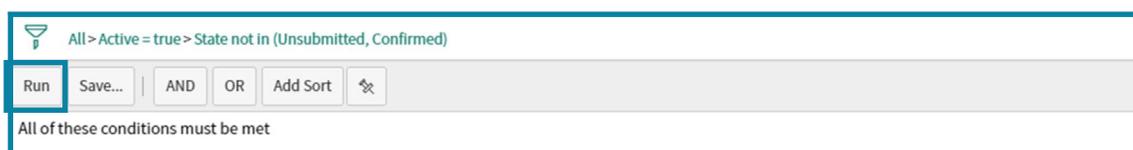
As this is a defined list, there are some fields and filters already set.



3. Click 'AND'
4. Select the following options:
  - choose field -- ==> select 'From facility/nursing home'
  - oper -- ==> Leave this set to 'is'



- value -- ==> Enter 'QH Cairns Hospital'  
this field has predictive text of the facilities the user is associated to.
5. Click 'AND'
  6. Select the following options:
    - choose field -- ==> 'Appointment time'
    - oper -- ==> 'on'
    - value -- ==> 'Today'



7. Select Run

This will produce a list of the jobs that have been requested for the current day from Cairns Base Hospital. The details of the list are displayed with the following filter breadcrumb, i.e. [All>Active=true>State>Confirmed>=QH CAIRNS HOSPITAL>Appointment on Today](#)

The screenshot shows the NEPT Trips search interface. At the top, there is a search bar with the text 'Appointment time' and a search button. Below the search bar, a filter breadcrumb is displayed: 'All > Active = true > State = Confirmed > Appointment time on Today'. Below the breadcrumb, there are several columns for filtering: Number, State, Order code, Requesting facility/nursing home, Patient, Date of birth, Patient ready by time, and Appointment time. Each column has a search input field. Below the filter fields, a table of results is shown. The first row of the table is highlighted and contains the following information: TRIP0031347, Confirmed, TAN3B, QH CAIRNS HOSPITAL, HOMER SIMPSON, 15/07/1957, 25/05/2023 13:00, and 25/05/2023 15:00.

### 7.3.4.1.2. My confirmed requests for This Week

This is a display of the filter options and breadcrumb of how to set up a list of confirmed requests that have been requested by the current user for this week.

The details of the list are displayed with the following filter breadcrumb, i.e. [All>Active=true>State = Confirmed>=QH CAIRNS HOSPITAL>Appointment time on This week](#)

The screenshot shows the filter configuration interface. At the top, there is a filter breadcrumb: 'All > Active = true > State = Confirmed > Appointment time on This week'. Below the breadcrumb, there are several buttons: Run, Save..., AND, OR, Add Sort, and a refresh icon. Below the buttons, there are four conditions that must be met: Active is true, State is Confirmed, From facility/nursing home is QH CAIRNS HOSPITAL, and Appointment time is on This week. Each condition has a dropdown menu for the field, a dropdown for the operator, a dropdown for the value, and buttons for AND, OR, and X.

The screenshot shows the search results interface. At the top, there is a filter breadcrumb: 'All > Active = true > State = Confirmed > Appointment time on This week'. Below the breadcrumb, there are several columns for filtering: Number, State, Order code, Requesting facility/nursing home, and Patient. Each column has a search input field. Below the filter fields, a table of results is shown. The first row of the table is highlighted and contains the following information: TRIP0031347, Confirmed, TAN3B, QH CAIRNS HOSPITAL, HOMER SIMPSON.

### 7.3.4.1.3 Springfield General Hospital and Shelbyville Public Hospital requests for This Week

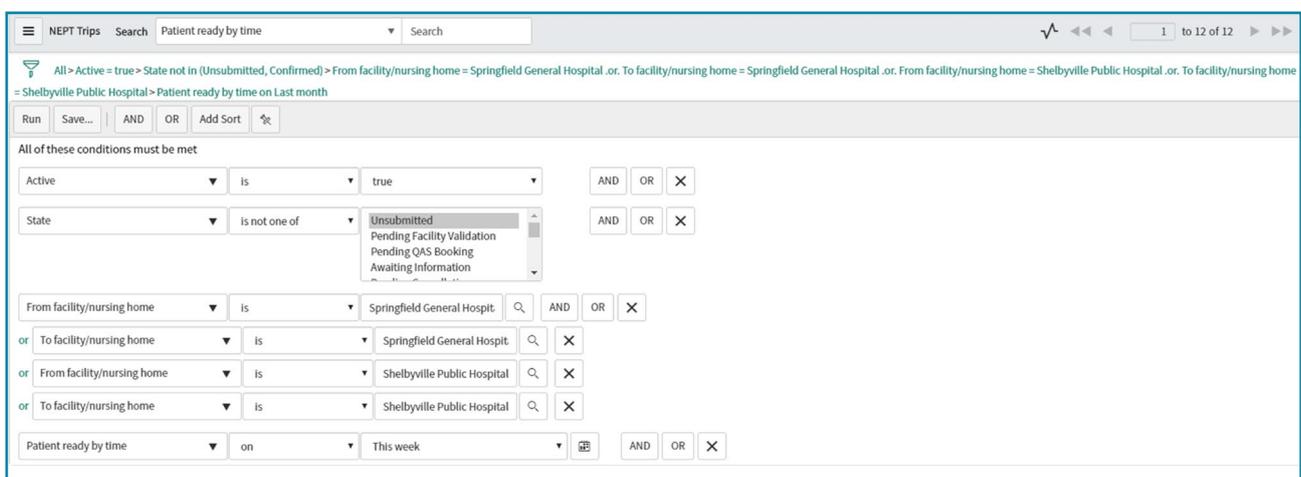
This is a display of the filter options and breadcrumb of how to set up a list of active requests that are being transported into or out of Springfield General Hospital and Shelbyville Public Hospital for this week.

To select both From facility/nursing home and To facility/nursing home the 'OR' button is selected, which will display BOTH fields.

This is so the results displayed are from Springfield General Hospital OR to Springfield General Hospital OR from Shelbyville Public Hospital OR from Shelbyville Public Hospital.

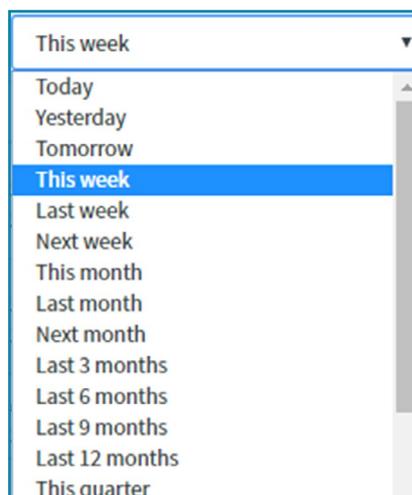
The details of the list are displayed with the following filter breadcrumb, i.e.

All>Active=true>State not in (Unsubmitted, Confirmed)> From facility/nursing home=Springfield General Hospital.or.To facility/nursing home=Springfield General Hospital.or.From facility/nursing home=Shelbyville Public Hospital.or.To facility/nursing home=Shelbyville Public Hospital >Patient ready by time on This week



### 7.3.4.2. Date variables when using filters

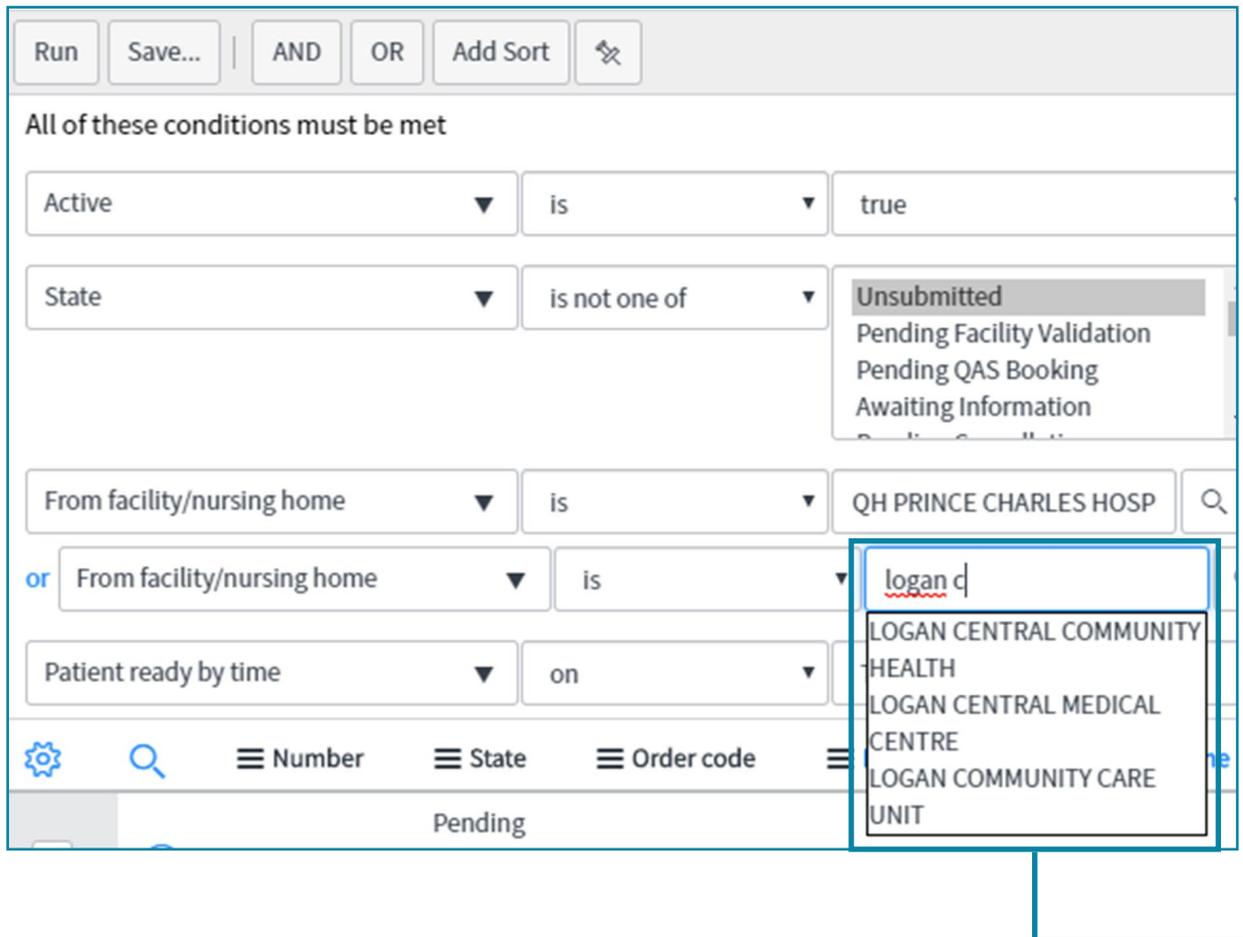
There is a substantial choice of variables when selecting dates or date ranges, which can be selected via a drop-down box. A sample of the current list is:



### 7.3.4.3. Predictive Text

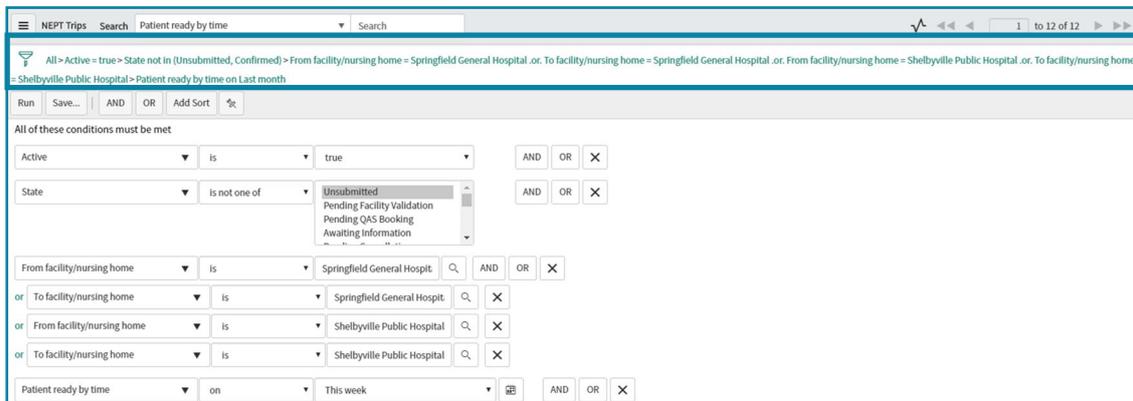
When typing in the 'value' field of a filter option, the choices available within the field will start to present. If the option you are seeking does not present with predictive text, it indicates there is no value in the current list of records that matches the criteria.

An example of this is on the screen shot below whilst trying to set a Favourite list to include Logan Community Hospital, it has not displayed with predictive text, so therefore there are no records in the current list that includes details as the name of the hospital is QH Logan Community Hospital.



### 7.3.4.4 Modify a List

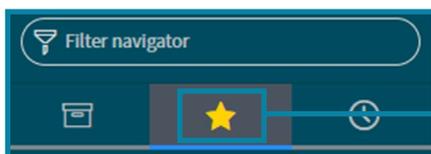
If a user wants to reassess a generated list and start a new list, click on any aspect of the breadcrumb.



- Each level is identified
- Each differing level is separated by a black 'greater-than' sign and when you hover over each level the pointer changes to a 'finger'
- A user can drop back a single level or multiple levels, depending on the selection of the variable in the breadcrumb

### 7.3.5. Display the Favourites List

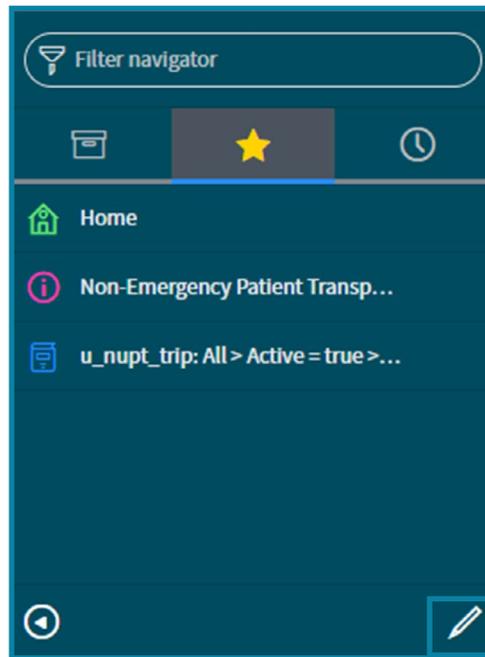
Click the Favourites menu button to display the list of current Favourites.



### 7.3.6. Edit or Customise a 'Favourites' tab hyperlink

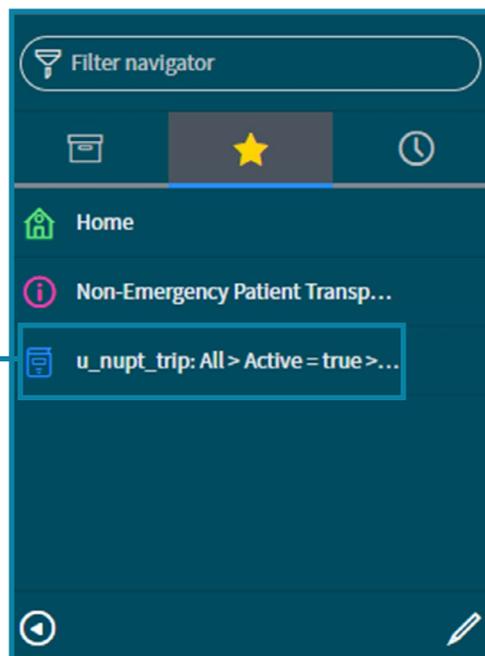
A Favourites tab hyperlink can be customised for ease of identification, it can be renamed, the icon changed and the colour changed.

To edit a hyperlink, click on the white pen icon on the bottom right corner of the Favourites tab.

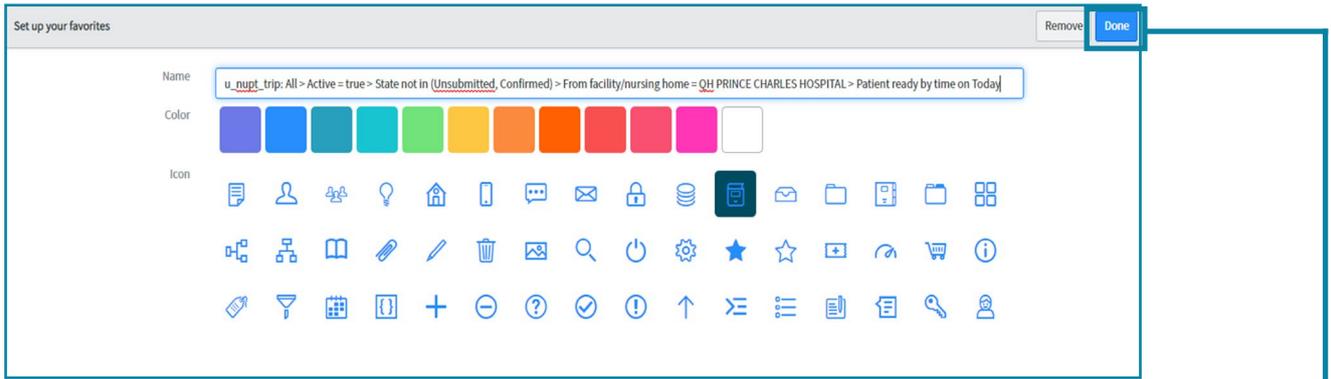


The 'Set up your favourites' window opens.

Click the hyperlink from the 'Favourites' tab you wish to edit and use the options in the window to personalise the link.



Use the options in the window to personalise the link.  
From here you can:

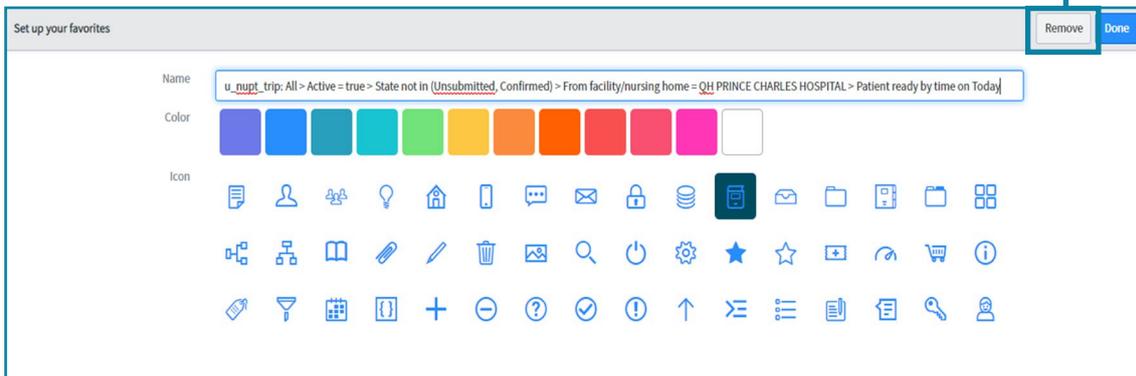


- Rename the link (in the name field) to a more meaningful title depicting the details of the search, i.e. Prince Charles Trips Today
  - Change the colour of the icon
  - Change the icon picture
- When complete, click 'Done' to save.

### 7.3.7. Delete a Favourites Link

As with creating a Favourites link, there are also several methods of deleting an entry from the Favourites menu.

A Favourite can be deleted from the same window where a Favourite can be tailored. By selecting the 'Remove' button, the currently selected Favourites link will be deleted from the Favourites list.

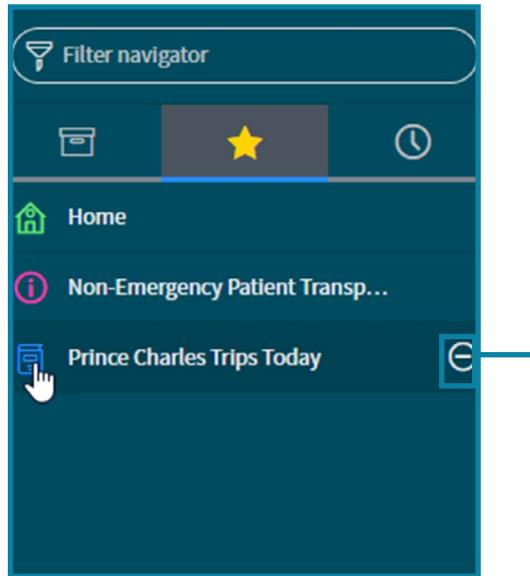


A Favourites link can also be deleted from the Favourites menu.

1. Click the Favourites menu button.
2. On an expanded menu selection hover your mouse over a menu tab you wish to delete.



1. For this example, the 'Prince Charles Trips Today' tab is emphasised.  
Move the cursor over the circled dash as displayed with the finger cursor below.
2. Left click on the 'dash' to delete.



## 8. Request Management

### 8.1. Request Form

This is the component of the NEPT system where a user enters a request for transport. This section covers each of the aspects required to complete a request for transport.

#### 8.1.1. New Requests

As a default, when users first login to the NEPT system they are presented with the 'New Request' form.

This form can also be accessed via the 'New Request' tab.

1. Click the New Request link in the Requests navigation window. The following form is presented.
2. The request will be pre-populated with the currently logged in users' details.
3. Complete all mandatory fields, which include but are not limited to:

- Requesting Facility
- Patient Details - including name, condition and other factors influencing transport
- From (Origin) location of the trip
  - If the patient's normal place of residence is a nursing home, please refer to details for a [patient who resides at a nursing home](#) for assistance with this section.
  - If the origin of the transport is the patient's normal place of residence, the address should be verified against the known residence of the patient before confirming the details. This will ensure the correct pick up address is validated.
- To location (Destination) of the trip
  - For address verification processes, refer to private residence address verification details in this section.
  - If the destination of the transport is the patient's normal place of residence, the address should be verified against the known residence of the patient before confirming the details. This will ensure the correct pick up address is validated.

- Transport Type
  - Clinical information required (if any), including infectious disease, depressed immunity and bariatric
    - This can also include medications, any information that is known and has not yet been captured elsewhere.
    - The reason for transport.  
This information is for the purpose of assisting QAS in the approval process of the trip and ascertaining the appropriate resources required for the transport
  - Special Services required (if any)
  - Escorts
    - There are definitions on the [QAS Patient Transport Service - Information](#) around the eligibility and suitability of escorts.
  - Referring clinician details
1. Read through the Privacy Confirmation statements.  
Please refer to the [Privacy](#) section of this document for further details.
    - Click on the Privacy Confirmation button to accept the conditions
  2. Click 'Submit'.

Note:

The form cannot be submitted until the Privacy Confirmation box has been checked.

If the submission is taking longer than expected scroll to the top of the screen to confirm there are no error messages displayed that require action

The form is to be completed sequentially, start from the top and work down through the fields without skipping any field. All mandatory fields, denoted by a red asterisk must be completed before the new request can be submitted.

### 8.1.1.1. Return Trips

In some cases, there are requirements for return trips for patients to be generated, the NEPT system accommodates this requirement.

The Return trip flag is on the 'New Request' screen and is used to return patients home after an appointment.

The screenshot shows a form with the following elements:

- Transport time** section:
  - \* Appointment time: 24/06/2020 12:00
  - Notification: The patient should be ready for pickup by 24/06/2020 10:00. Patients living in a regional or remote areas should be ready >3 hours before the appointment time.
- Return trip** section:
  - Options:
    - Is a return trip required?

Depending on the initial transport type, the options available with the Return Trip identifier will alter.

- If the transport of the patient is from a Facility/Nursing Home or their residence to an appointment or for admission
  - The option for "Is a return trip required?" presents.
- If the transport of the patient is to return them to their residence
  - The option for "Will notify" presents.

### 8.1.1.1.1. Is a return trip required?

Select the "Is a return trip required?" box when there is a requirement to arrange return transport after an appointment or admission for the patient.

A return trip booking will automatically be generated with this flag set. Once the patient is ready to be collected the trip can be activated as the return journey booking is already in place.

The booking will have the flag set for the options:

- "Is this a return for a related trip?"
  - If this is the case, the box will be ticked and the related trip number will be listed in the field below.
  - "Will notify"

**Note:**

If a 'TO' trip is cancelled and there is a subsequent return trip already set up in NEPT, the user will get a message asking "Do you also want to cancel the linked trip?" De-linking trips is explained in the section ['If initial transport is not required'](#).

### 8.1.1.1.2. If initial transport is not required

On occasions an initial, or 'TO' trip is not required, yet the subsequent return trip which is already set up in NEPT, is needed. The return trip is associated to the initial trip via the flag "Is this a return for a related trip?"

To be able to keep the return trip request active when the initial trip is cancelled, the trips will have to be de-linked, so they can be managed separately.

1. Select the required return trip.

The trip will have the "Is this a return for a related trip?" flag set and the associated

"Related Trip" number.

1. Deselect the "Is this a return for a related trip?" flag. This will remove the association between the trips, the Related Trip field on the screen is removed.
2. Save the changes.
3. Locate and cancel the 'TO' trip.
4. The return trip can now be treated as an individual trip and be activated as required.

### 8.1.1.1.3. Will notify

Select the "Will notify" box when a return trip is booked for an appointment and there is no clear indication when the return trip will be required, e.g. dialysis appointment.

Note, the 'Patient ready by time' has no clear definition of time, it has the patient ready by

time marked as 23:59 for the day of the appointment.

If a trip is being created to return a patient after an appointment or for a discharge and the Facility is NOT a QHEALTH Facility, then the user must create a 'Will notify' return trip.

### 8.1.1.1.4. Trip Request with Will Notify example.

The following screen shot is an example of a NEPT Request collecting a patient from their residence to an appointment with a 'Will Notify' return trip associated.

	Number	State	Address from	Address to	Appointment time	Patient ready by time	Will notify
	TRIP0025042	Confirmed	125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA	2/956 Gympie Road, Kedron QLD, Australia	23/07/2020 15:00	23/07/2020 14:00	false
	TRIP0025043	Confirmed	2/956 Gympie Road, Kedron QLD, Australia	125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA	(empty)	23/07/2020 23:59	true

The 'To' booking, note the appointment and the patient ready by (pickup) times are explicit. The 'From' booking has no defined appointment time and has the patient ready by time marked as 23:59 for the day of the appointment. Note, in the Will notify column a 'true' flag which confirms this is set as a 'Will notify'.

### 8.1.2. Multi-trip Requests

In some cases, there are requirements for patients to be transported for regular or repeatable bookings, which are called "Multi-trip" bookings. The NEPT system accommodates this requirement.

The Multi-trip flag is on the 'New Request' screen.

By selecting the Multi-trip flag, a display of choices is presented.

Multi-trips

Multi-trip

\* Repeat Days Weekly

Repeat Mondays

Repeat Tuesdays

Repeat Wednesdays

Repeat Thursdays

Repeat Fridays

Repeat Saturdays (only limited service available)

Repeat Sundays (only limited service available)

End after date (maximum 12 weeks in advance)

\* End after number of weeks (maximum 12 weeks)

1

- A multi-trip can be performed for any selected day or days of the week, where each day is selected individually.
- The maximum number of weeks a request can be entered in advance for is twelve (12). The default is one (1)
- The date range for the request can also be defined with a closing date or after a certain number of weeks, with twelve (12) being the maximum.

Multi-trips

Multi-trip

Repeat Days Weekly

Repeat Mondays

Repeat Tuesdays

Repeat Wednesdays

Repeat Thursdays

Repeat Fridays

Repeat Saturdays (only limited service available)

Repeat Sundays (only limited service available)

End after date (maximum 12 weeks in advance)

\* End after number of weeks (maximum 12 weeks)

12

Multi-trip day bookings at 09:00: Sunday 14/07/2019, Monday 15/07/2019, Wednesday 17/07/2019, Monday 22/07/2019, Wednesday 24/07/2019, Monday 29/07/2019, Wednesday 31/07/2019, Monday 05/08/2019, Wednesday 07/08/2019, Monday 12/08/2019, Wednesday 14/08/2019, Monday 19/08/2019, Wednesday 21/08/2019, Monday 26/08/2019, Wednesday 28/08/2019, Monday 02/09/2019, Wednesday 04/09/2019, Monday 09/09/2019, Wednesday 11/09/2019, Monday 16/09/2019, Wednesday 18/09/2019, Monday 23/09/2019, Wednesday 25/09/2019, Monday 30/09/2019, Wednesday 02/10/2019

As the selections are made, the list of trips is detailed in the blue box (as highlighted).

This is dynamic and changes to suit the current selection variables.

As each booking date presents, the user should visually validate each date to ensure there are no trip requests for either Public Holidays or Weekends, unless they are appropriate to be scheduled on those dates which is negotiated with both the receiving Facility and QAS.

Public Holidays are discussed further, later in this document. Click to go to [Public Holidays](#).

After all pertinent details have been entered, complete the booking by selecting 'Submit'

This will generate newly created individual bookings for the patient by the requesting Facility. It is important to note that each trip is treated individually, yet are linked to each other at the Request level. The trips can be actioned at a higher level or individually, i.e. Request or Trip level.

The screenshot displays the NEPT Request system interface. At the top, there is a header for 'NEPT Request - NEPT0006128' with navigation icons and buttons for 'Save', 'Cancel', 'Print', and 'Report a system issue'. Below this is a form with the following fields:

- Number: NEPT0006128
- State: Pending QAS Booking
- Requested by: Mary Smith
- Requested for: Mary Smith
- \* Requesting facility/nursing home: Springfield General Hospital
- \* Requesting ward: Cardiac
- \* Patient: HOMER SIMPSON

Below the form is a section for 'Referring Clinician' with the following fields:

- \* Referring clinician: Dr Nick
- Contact number: [Empty]
- Provider number: 123457869

At the bottom, there is a table of 'NEPT Trips' with the following columns: Number, State, Address from, Address to, Appointment time, Patient ready by time, and Will notify. The table contains two rows of data:

Number	State	Address from	Address to	Appointment time	Patient ready by time	Will notify
TRIP0020675	Pending QAS Booking	125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA	40 Topaz Road, Springfield QLD, Australia	14/07/2019 09:00	14/07/2019 07:00	false
TRIP0020676	Pending QAS Booking	125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA	40 Topaz Road, Springfield QLD, Australia	15/07/2019 09:00	15/07/2019 07:00	false

### 8.1.2.1. Facilities Booking Requests

A Facility user will generally book a request on behalf of the facility or facilities they are associated with. Note, one user may be associated with many Facilities where:

- A Facility user may work for several private nursing homes
- A Facility user may work across several health facilities:

### 8.1.2.2. A Patient Residing at a Nursing Home

If a patient resides at a nursing home, whether it be in an independent living area of the nursing home or within one of the wards, NEPT considers the patient to be living at a Facility.

In this example, the patient resides in the independent living area of Trinder Park Rest Home, in NEPT this is treated as a Facility even though it is independent living.

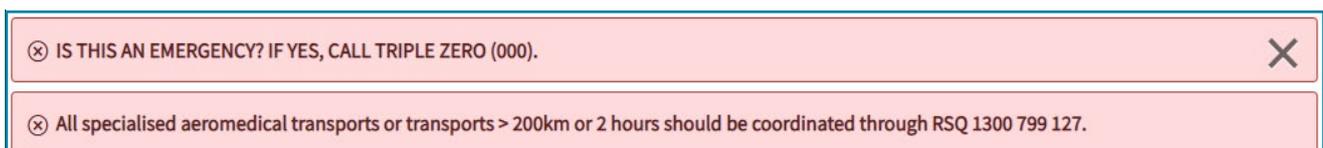
The details are recorded this way to ensure all accurate Facility information is sent to QAS.

## 8.2. Exceptions

Requests from Queensland Health facilities or Private Medical facilities for all non-emergency patient transports will be processed through NEPT and electronically submitted to QAS. In the event NEPT stops functioning or is undergoing system maintenance, all requests for non-urgent patient transport are to be phoned through to QAS on 13 12 33.

There are some transports that are not appropriate to be entered into NEPT, including Emergency cases and requests associated with Retrieval Services Queensland (RSQ).

There are banners at the top of the NEPT Request window to assist the Facility user.



The following transport requests are not appropriate to be entered via NEPT and MUST be phoned directly through to QAS.

- Transports for Interstate or Overseas patients.
- Health Care Professional or private medical facilities:
  - Category 1 (MATA1) - Lights and Sirens response
  - Category 2 (MATA2) - Lights and Sirens response
  - Category 3 (MATA3) - Immediate road speed response
  - Category 4 (MATA4) - Immediate road speed response
- Queensland Health facilities:
  - RED1B - Lights and Sirens response
  - RED2A - Immediate road speed response
  - RED2B - Patient to be ready within 30 minutes
  - RED2C - Patient to be ready within 60 minutes
- Retrieval Services Queensland (RSQ)
  - GOLD3A - Time Critical Aeromedical road transfer
  - GOLD3B - Time Critical Aeromedical road transfer

### 8.3 View Existing Requests

Existing records have a different format to the New record form and can be found in the list accessed from 'My Facility's Requests'. The variance between the initial new form and the existing form are intentional and allow for the system to be used more easily and to guide users who are creating new records.

Active Trips can be updated, confirmed, completed or cancelled even after they have been submitted to QAS for confirmation. Any trips can be modified, excluding completed trips as these have already been finalised (i.e. trip passed).

The details on this screen can be sorted by any of the column headings, in ascending or descending sequence, i.e. Number, Requested for, Requesting facility/nursing home etc. to change the order of the details presented.

	Number ▲	Requested for	Requesting facility/nursing home	Requesting ward	Patient	Date of bi
<input type="checkbox"/>	<a href="#">NEPT0006109</a>	Mary Smith	Springfield General Hospital	Emergency	LISA SIMPSON	01/01/2011
<input type="checkbox"/>	<a href="#">NEPT0006113</a>	Mary Smith	Springfield General Hospital	Fracture Clinic	BART SIMPSON	01/01/2010

Select the record you intend to view or review by clicking any of the hyperlink fields (indicated by an underline) associated with any record.

By clicking on each of the specific Hyperlinks, a different aspect of the record is presented in the display.

patient ready time is set to 23:59 on the date of the appointment.

Select the Patient Ready Now button.

This will change the status of the 'Will notify', it will now have no tick in the box

The patient ready by time changes to reflect the date and current time.

### 8.3.1. Modify Existing Requests or Trips

Once the details of the record for review has been selected and identified, if there is a need for modification the base record and any of the associated trips can be modified.

Each individual trip can be modified by clicking on the hyperlink for each trip listed at the lower aspect of the screen. The specific details of the trip selected will be presented.

The screenshot shows a web form for editing a NEPT trip. The form is titled 'NEPT Trip - TRIP0020675'. At the top, there is a red banner with the text 'IS THIS AN EMERGENCY? IF YES, CALL TRIPLE ZERO (000)'. Below this, the form is divided into several sections. On the left, there are fields for 'Number' (TRIP0020675), 'NEPT Request' (NEPT0006128), 'Patient' (HOMER SIMPSON), 'Requesting facility/nursing home' (Springfield General Hospital), 'Requesting ward' (Cardiac), 'Transport type' (To appointment/admission from residence), 'From type' (Residence), 'To type' (Facility/Nursing Home), 'To facility/nursing home' (Springfield General Hospital), 'To ward' (Cardiac), 'Patient ready by time' (14/07/2019 07:00), 'Appointment time' (14/07/2019 09:00), 'Address from' (125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA), and 'Address to' (40 Topaz Road, Springfield QLD, Australia). On the right, there are fields for 'Order code' (TAN3B), 'State' (Pending QAS Booking), 'Assignment group' (Brisbane Operation Centre), 'Assigned to', 'Is this a return trip?' (checkbox), 'QAS confirmation code', 'Source system' (NEPT), and 'Source system identifier'. At the top right of the form, there are buttons for 'Save', 'Cancel', 'Print', and 'Report a system issue'. A blue box highlights the 'Save' button, and a blue line points from the text below to it.

Once the record has been modified select 'Save' to keep the changes.

If the changes are to be discarded (or not saved), hit the back arrow on the NEPT toolbar and select the option 'discard the changes'.

### 8.3.2. Confirmed Trips

Users can make changes to a confirmed trip however, if the trip is imminent they should follow up with a phone call on 13 12 33 to ensure the change is processed correctly.

They cannot make changes to a completed trip.

### 8.3.3 Patient Ready Now

When a patient is ready to be collected, i.e. they are ready to be discharged or their appointment has completed, and a trip has already been requested, the trip can be activated by the facility flagging the patient is ready now.

The trip, which will already exist in NEPT will have a status of 'Confirmed', have an appointment time that is empty and a patient ready by time of 23:59 for the day of the appointment.

Click on the number hyperlink of the trip which will open the trip record.

Number	State	Address from	Address to	Appointment time	Patient ready by time	Will notify
<a href="#">TRIP0025042</a>	Confirmed	125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA	2/956 Gympie Road, Kedron QLD, Australia	23/07/2020 15:00	23/07/2020 14:00	false
<a href="#">TRIP0025043</a>	Confirmed	956 Gympie Road, Kedron QLD, Australia	125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA	(empty)	23/07/2020 23:59	true

When the record opens, note the flags for a 'return trip' and 'will notify' are ticked and 'will notify' are ticked and the patient ready time is set to 23:59 on the date of the appointment.

NEPT Trip - TRIP0030494

Save Cancel Patient Ready Now Print Report a system issue

⊗ IS THIS AN EMERGENCY? IF YES, CALL TRIPLE ZERO (000).

Number: TRIP0030494

Updated:

\* NEPT Request: NEPT0009918

Order code: TEAL4B

Patient: CRUSTY CLOWN

State: Confirmed

Requesting facility/nursing home: QH CAIRNS HOSPITAL

Assignment group: Cairns Operation Centre

Requesting ward: OPERA

Assigned to: [Search]

\* Transport type: Return to residence after appointm

Is this a return for a related trip?

\* From type: Facility/Nursing Home

Will notify:

\* From facility/nursing home: QH CAIRNS HOSPITAL

QAS confirmation code: 00006531

\* From ward: OPERA

Last InformCAD update: 16/05/2023 11:16

\* To type: Residence

Created by: Amanda.Suitor@ambulance.qld.gov.au

Destination OpCen is responsible:

Updated by: Integration.informcad

\* Patient ready by time: 16/05/2023 23:59

Source system: NEPT

This will automatically update the request and submit it to QAS to advise the patient is ready for collection and transport, there is no need for a phone call to advise QAS when a patient is ready.

### 8.3.4. Cancel Existing Requests or Trips

If there is a requirement to cancel a request for service, it can be cancelled at the higher request level or as an individual trip, the process is still the same, but the results differ. If a request is to be cancelled, all associated trips will be cancelled, to close off the request for service in its entirety.

If there is a need to cancel an individual trip within the request, only the selected one trip is cancelled.

Once the details of the record to be cancelled have been identified and the purpose of the cancellation is ascertained, i.e. whole request or just a component, the cancellation process is the same regardless if it is at the high-level or individual aspect.

1. Navigate to the request or the trip and open it.
2. Select 'Closure Notes'

NEPT Trip - TRIP0020665

IS THIS AN EMERGENCY? IF YES, CALL TRIPLE ZERO (000).

Number: TRIP0020665

NEPT Request: NEPT0006109

Patient: LISA SIMPSON

Requesting facility/nursing home: Springfield General Hospital

Requesting ward: Emergency

Transport type: Return to residence after appointment

From type: Facility/Nursing Home

From facility/nursing home: Springfield General Hospital

From ward: Emergency

To type: Residence

Patient ready by time: 09/07/2019 14:00

Address from: 40 Topaz Road, Springfield QLD, Australia

Address to: 125 KEDRON PARK ROAD, KEDRON QLD, AUSTRALIA

Order code: TEAL4B

State: Pending QAS Booking

Assignment group: Brisbane Operation Centre

Assigned to: [Empty]

Is this a return trip?

Will notify

QAS confirmation code: [Empty]

Source system: NEPT

Source system identifier: [Empty]

Tab navigation: Patient details | From | To | Escort | **Closure notes** | Activity

Patient mobility: Can be transported in a seated position

Patient is bariatric: No

3. Select 'Closure code' (the Closure codes are listed in a drop-down box, choose the one that best suits the situation).

Referring Clinician | Activity | Closure notes

Closure code: -- None --

Closure notes (visible to facility):

Note: only the QAS have functionality to enter a 'Closure Note', Facilities will select a 'Closure Code'.

-- None --

-- None --

Cancelled - Created in Error

Cancelled - Duplicate Request

Cancelled - Patient Not Ready

Cancelled - Patient Admitted to Facility

Cancelled - Patient Travelled by other means

Cancelled - Patient Deceased

Cancelled - Missed Appointment Time

4. Select 'Cancel'

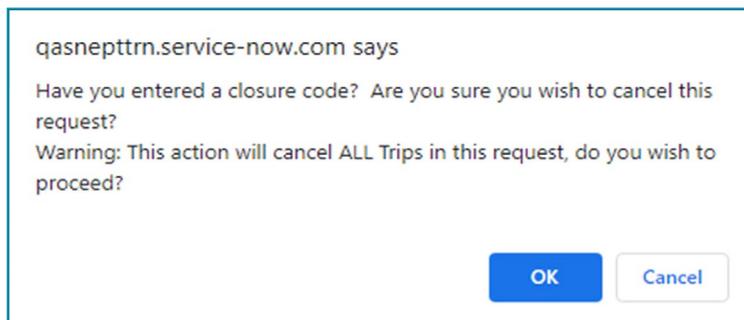
5. A pop-up box will appear to confirm whether a Closure code has been selected alongside a confirmation of the cancel request..

The screenshot shows a web form titled 'NEPT Trip - TRIP0020667'. At the top right, there are buttons for 'Save', 'Cancel', 'Print', and 'Report a system issue'. The 'Cancel' button is highlighted with a red box. Below the buttons is a red warning banner that reads: 'IS THIS AN EMERGENCY? IF YES, CALL TRIPLE ZERO (000)'. The form contains several input fields and dropdown menus, including:
 

- Number: TRIP0020667
- NEPT Request: NEPT0006113
- Patient: BART SIMPSON
- Requesting facility/nursing home: Springfield General Hospital
- Requesting ward: Fracture Clinic
- Transport type: Return to residence after appointment
- From type: Facility/Nursing Home
- From facility/nursing home: Springfield General Hospital
- From ward: Fracture Clinic
- To type: Residence
- Order code: TEAL4B
- State: Pending QAS Booking
- Assignment group: Brisbane Operation Centre
- Assigned to: (empty field)
- Is this a return trip? (checkbox)
- Will notify (checkbox)
- QAS confirmation code: (empty field)
- Source system: NEPT
- Source system identifier: (empty field)

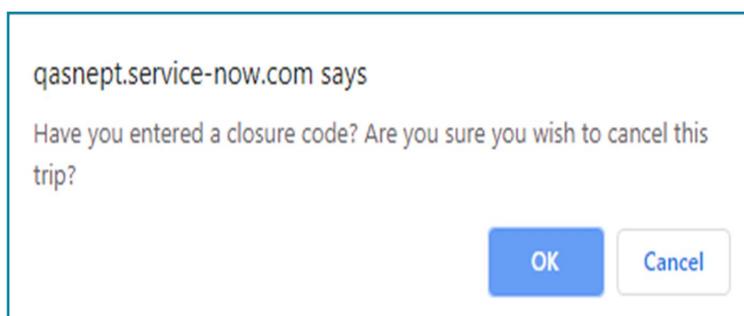
If the request is to cancel the higher-level Request, the following pop-up box will be displayed, confirming:

- a Closure code has been selected
- The cancellation request itself
- That all associated trips within this request will be cancelled



If the request is to cancel an individual trip, the following pop-up box will be displayed, confirming:

- The cancellation request itself.



If a Closure code has been selected, click 'OK' otherwise click 'Cancel' select the Closure code. Once the Closure code has been selected, proceed with the cancellation process.

The screenshot shows a form with two main sections. The top section is a dropdown menu labeled 'Closure code' with the text '-- None --' and a downward arrow. The bottom section is a text area labeled 'Closure notes (visible to facility)' which is currently empty.

If a Closure code has not been entered, the request will not be cancelled.

Once a Request or a Trip has been cancelled, the state will change to 'Closed - Cancelled' if the trip has not been processed by the QAS. If the Request or Trip has been processed by the QAS, the state will change to 'Update - Pending Cancellation'. When QAS have processed the cancellation, the state will change to 'Closed - Cancelled'.

The different states of the Requests or Trips are explained in further detail in the process flow for Facilities [with a Validation Hub](#) and those [without a Validation Hub](#).

### 8.3.5 Accidental Cancellation of an Existing Request or Trip

There will be occasions when a trip is inadvertently cancelled in NEPT either prematurely or accidentally.

If a user accidentally cancels a trip in NEPT:

- Leave the cancelled trip as is
- Recreate the trip as a new trip

### 8.3.6 Interstate Patients

There may be instances where a patient residing interstate requires non-emergency patient transport within Queensland. In these situations please call the QAS on 13 12 33.

### 8.3.7 Overseas Patients

There may be instances where a patient residing overseas requires non-emergency patient transport within Queensland. In these situations it's vital the patient's NEPT profile is created correctly and their pick and drop off address are entered correctly.

Refer to Quick Reference Guide *"Creating an Overseas Patient Profile"*.

### 8.3.8 Transports from a Public or QHealth Facility

If a hospital has a requirement to discharge or return home a patient, the request is to be entered in NEPT.

1. Commence a New Request.
2. Select the appropriate Transport type.
  - Return or
  - Discharge
3. Complete the Transport time.
  - Ensure the time is a few minutes out from the existing time, i.e. if the existing time is 11:40, enter 11:50
  - Note the Transport time has now populated with the date and time
4. Complete the remainder of the request.

The screenshot shows a form with three main sections: 'Transport time', 'Return trip', and 'Multi-trips'. The 'Transport time' section has a red asterisk and the text 'Patient ready by time' above an empty input field. The 'Return trip' section has an 'Options' sub-section with a 'Will notify' checkbox. The 'Multi-trips' section has a 'Multi-trip' checkbox. A calendar for June 2020 is open, showing the 24th as the selected date. Below the calendar, the time is set to 11:50.

1. Check the Privacy Confirmation box.
2. Submit the request.  
The request has been generated and will be sent to QAS for processing.

The screenshot shows the 'NEPT Request - NEPT0009984' form. It includes fields for 'Number' (NEPT0009984), 'State' (Pending QAS Booking), 'Requested by' (CBH GENERAL 2), 'Requested for' (CBH GENERAL 2), 'Requesting facility/nursing home' (QH CAIRNS HOSPITAL), 'Requesting ward' (EMERGENCY DEPARTMENT), and 'Patient' (JAMES BOND). There are also fields for 'Referring clinician' (NICK A RIVIERA), 'Contact number', and 'Provider number'. Below the form is a table of 'NEPT Trips' with columns for Number, State, Address from, Address to, Appointment time, Patient ready by time, and Will notify.

NEPT Trips	Number	State	Address from	Address to	Appointment time	Patient ready by time	Will notify
	IRIP0030867	Pending QAS Booking	165 ESPLANADE, CAIRNS NORTH, CAIRNS, QLD, 4870	42 ANDERSON STREET, MANUNDA QLD, AUSTRALIA	(empty)	18/05/2023 20:30	false

### 8.3.9 Transports from a Private Facility

There are different rules and governance between a Public facility and a Private one. This section explains some of those operational differences, especially booked requests with a same-day time frame and not for a pre-booked or in-advance booking request.

#### 8.3.10 A 'To' Transport

The current system definitions will not allow a request for service from a Private facility to be entered within 2 hours of the current time.

Where a requirement may present from a Private Facility to book a 'To' trip that has a need to be performed within the regulation lead-time of 2-hours, the patient transport request is to be phoned through to QAS on 13 12 33

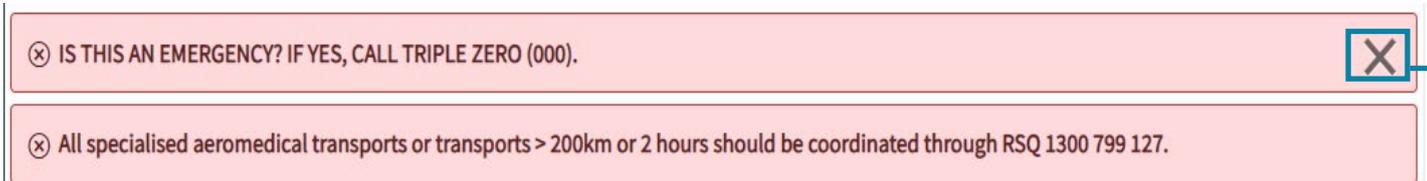
#### 8.3.11. Return or Discharge Transports from a Private Facility

If a Private Hospital has negotiated with QAS to discharge or return home a patient, the request is to be entered in NEPT.

### 8.3.12. Warning Banners

There are banners that present at the top of the screen each time there is a new trip request or an existing Trip is opened, whether it be for information or updating.

The banner displays information that is pertinent to the setting up of a new request or to a specific Trip. ●

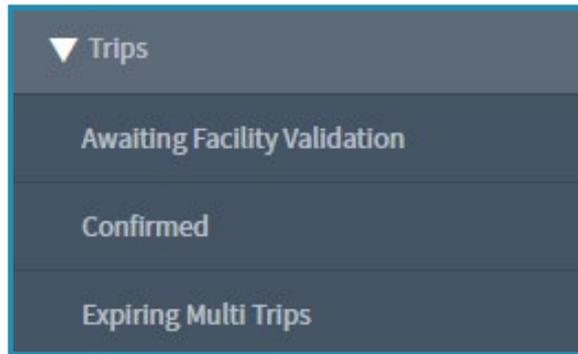


Banners can be temporarily removed from the screen by hitting the 'X' at the top right of the banner and they can only be removed as a whole, each statement is not treated individually.

When a Trip is opened at any time of its life-cycle, the banner will present with any messages that may have been pertinent to it, regardless if the issue has been resolved or not. If the user is not sure if a banner message is current or not, by referring to the Activity Log for the Trip the user will be able to ascertain if the message is still current.

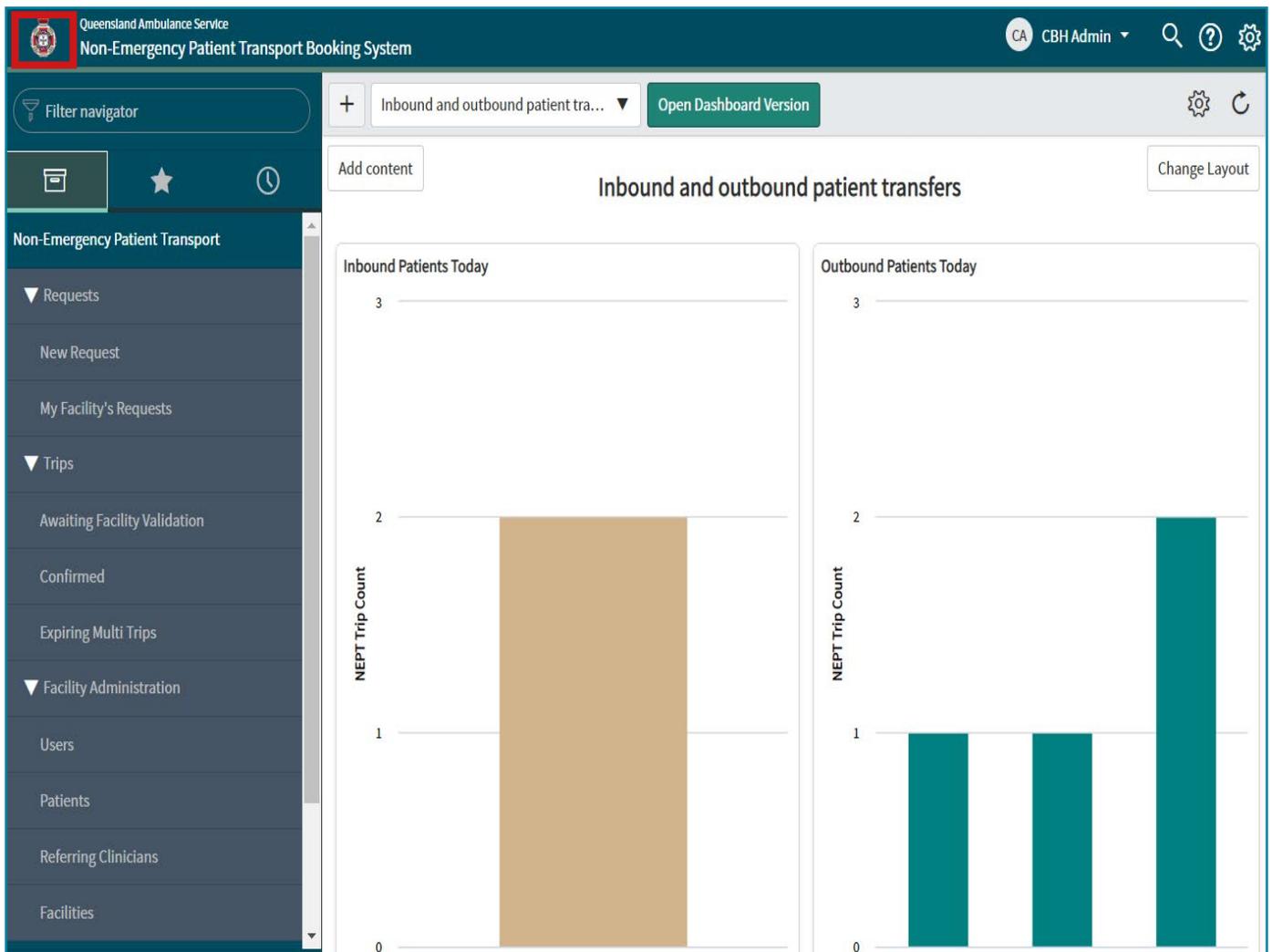
## 9. Trip Management

The 'Trips' tab is a collective group of lists where trips are managed.



### 9.1 Dashboard

The 'Dashboard' tab function provides a real time graphical snap shot of inbound and outbound Non-Emergency Patient Transports for the current date for the users facility. The Dashboard breaks the transports into request types and displays graphically the number of patients that are being transported under each transport type. To open, click on the QAS logo in the top left hand corner.



## 9.2. Confirmed

The 'Confirmed' tab shows all trips associated with a NEPT request that are in a status of confirmed.

	Number	State	Order code	Requesting facility/nursing home	Patient	Date of birth	Patient ready by time
<input type="checkbox"/>	<a href="#">TRIP0030618</a>	Confirmed	TAN3B	QH CAIRNS HOSPITAL	BART SIMPSON	01/01/2000	05/06/2023 06:00
<input type="checkbox"/>	<a href="#">TRIP0031347</a>	Confirmed	TAN3B	QH CAIRNS HOSPITAL	HOMER SIMPSON	15/07/1957	25/05/2023 13:00
<input type="checkbox"/>	<a href="#">TRIP0030609</a>	Confirmed	TAN3B	QH CAIRNS HOSPITAL	CRUSTY CLOWN	01/01/2000	09/05/2023 06:30

## 9.3. Awaiting Facility Validation

There are some Facilities that have a Validation Hub and there are some that do not. A Validation Hub is an area within a Facility that validates all requests before they can be sent to QAS for processing. This tab only relates to those with a Validation Hub.

The 'Awaiting Facility Validation' tab displays all trips requested on behalf of a facility that are pending authorisation, or validation.

When there are no Validations to approve, this screen will be empty.

If there are trips to validate, the Validation user will be presented with the following information, note the state of the request is 'Pending Facility Validation'.

	Number	State	Order code	Requesting facility/nursing home	Patient	Date of birth	Patient ready by time	Appointment time	Operation centre
<input type="checkbox"/>	<a href="#">TRIP0020809</a>	Pending Facility Validation	TEAL4B	Springfield General Hospital	HOMER SIMPSON	01/01/1956	12/07/2019 16:00	(empty)	BRISBANE

### 9.3.1. Validate Trip Requests

For the request to proceed to QAS for processing, the request is to be approved or validated. The Validation user is to follow these steps:

1. Click on the Trip Number hyperlink to open the request, which will display the trip's details.
2. The trip is reviewed for appropriateness based on [QAS transport guidelines](#).

### 9.3.2. Approve Trip Requests

- Once the Request or Trip has been reviewed by the Validator and is deemed to be appropriate for QAS transport (based on the previously mentioned guidelines) the Validator is to hit the 'Send booking to QAS' button.

The screenshot shows a form titled 'NEPT Trip - TRIP0020809'. At the top right, there are buttons for 'Save', 'Cancel', 'Print', 'Report a system issue', and 'Send booking to QAS'. The 'Send booking to QAS' button is highlighted with a red box. A red line connects this button to the text in the previous step. The form contains various fields for trip details, including patient information, facility details, and transport parameters.

The state of the trip changes to 'Pending QAS Booking' and the request is now submitted to The QAS for processing.

### 9.3.3. Cancel Trip Request

If a Request or Trip does not meet the requirements for QAS transport or the patient can be transported by other means, the Facility Validator can cancel the Request or Trip.

If a request is to be declined, enter detailed comments in the activity log with an accurate corresponding Closure code before cancelling.

## 9.4. Confirmed

The 'Confirmed' tab shows all trips associated with the Facility that have been confirmed by the QAS and are awaiting the transport to occur.

All > Active = true > State = Confirmed							
	Number	State	Order code	Requesting facility/nursing home	Patient	Date of birth	Patient ready by time
	Search	=Confirmed	Search	Search	Search	Search	Search
<input type="checkbox"/>	<a href="#">TRIP0030618</a>	Confirmed	TAN3B	QH CAIRNS HOSPITAL	BART SIMPSON	01/01/2000	05/06/2023 06:00
<input type="checkbox"/>	<a href="#">TRIP0031347</a>	Confirmed	TAN3B	QH CAIRNS HOSPITAL	HOMER SIMPSON	15/07/1957	25/05/2023 13:00
<input type="checkbox"/>	<a href="#">TRIP0030609</a>	Confirmed	TAN3B	QH CAIRNS HOSPITAL	CRUSTY CLOWN	01/01/2000	09/05/2023 06:30

## 9.5 Awaiting Validation Screen

Each individual user can tailor or personalise the Awaiting Facility Validation screen to suit their own business requirements.

Favourites can be set up to individualise the display for quick and easy reference.

The process of setting up a tailored screen is detailed in the section 'Examples of How to Create Favourites Lists'.

Click on the link to refer to '[Examples of How to Create Favourites Lists](#)'.

## 9.6. Expiring Multi Trips

The 'Expiring Multi Trips' tab presents a list of the requests that have multiple trips associated with them and whose last booked trip is scheduled within the next seven days.

This is a visual prompt for the Facility to assess whether more bookings are required.

In addition to this tab, a banner at the top of the 'New Request' screen will present to advise if there are expiring trips and the number.

If an expiring multi trip requires future bookings, the user must go into New Request to recreate a new request for the required number of weeks.

Number	State	Order code	Requesting facility/nursing home	From facility/nursing home	To facility/nursing home	Patient	Patient ready by time	Appointment time
TRIP0024854	Confirmed	TAN3B	Shelbyville Public Hospital	(empty)	Shelbyville Public Hospital	SEYMOUR SKINNER	11/06/2020 12:00	11/06/2020 14:00

## 9.7. Activity Log

Each NEPT request and associated trip(s) has an activity log. This is where the activity of the request or trip is recorded. It can also be an area where the user can manually record details, notes or historical events pertinent to the request or trip.

The most recent activity is at the top of the log.

Activity	Field changes
<p>IP Informcad QAS PTS</p> <p>State: Confirmed was Pending Confirmation</p> <p>QAS confirmation code: 00498678</p>	05/06/2020 11:13
<p>GP Geoffrey QAS PTS</p> <p>State: Pending Confirmation was Pending QAS Booking</p> <p>Dispatch note applied at request level: true was false</p>	05/06/2020 11:13

## 9.8. Public Holidays

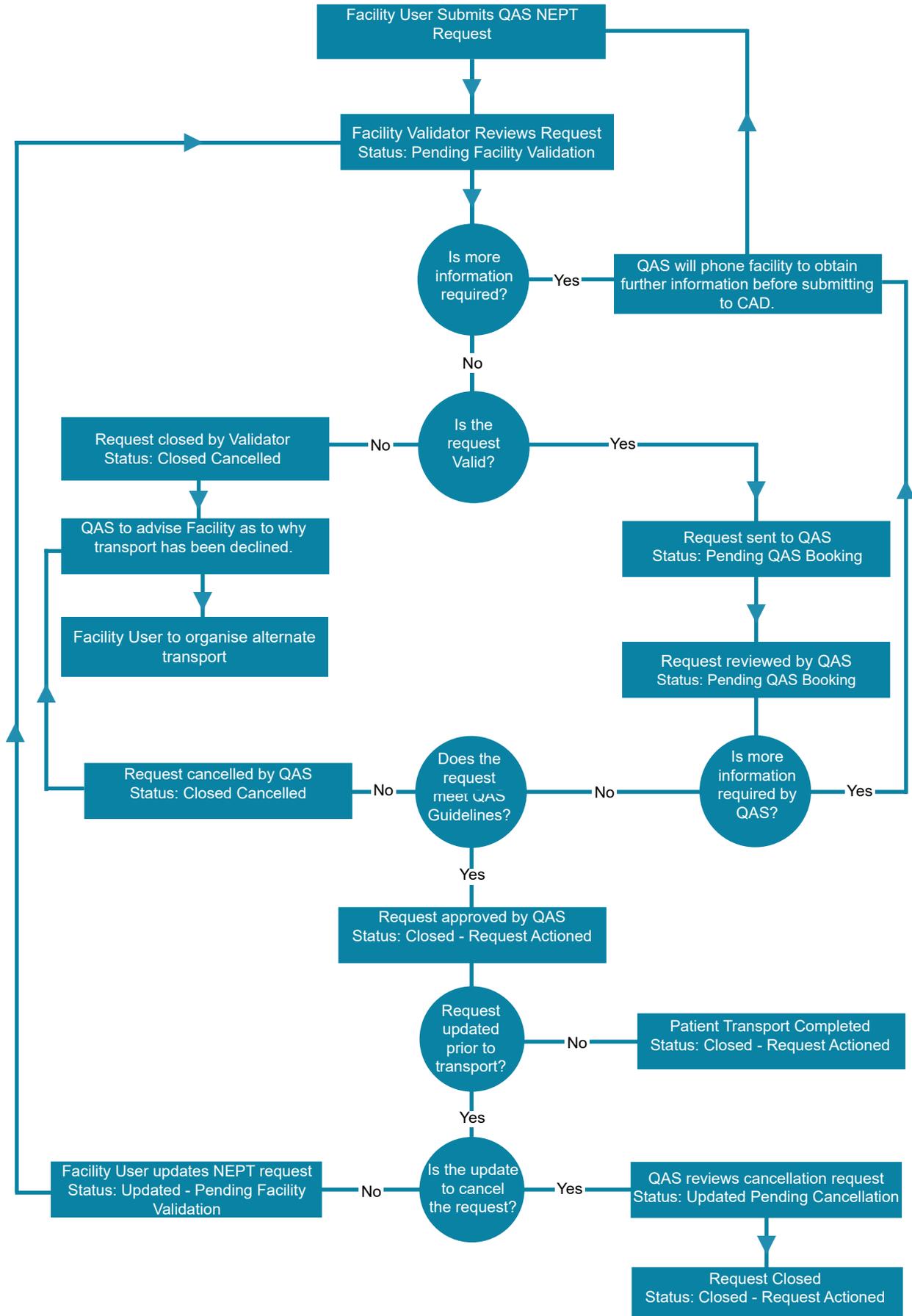
NEPT has an inbuilt warning system if a booking is generated on a public holiday, it will advise the user the required transport date of the request is on a public holiday. This is to prompt the user to consider whether clinics or outpatient facilities in hospital will be open on the day requested.

The user is to click on the warning pop-up box to accept and carry on or alter the date according to the patients' needs and the availability of the Facility.

Public Holidays are inclusive of all national and statewide holidays only, this does not include local show show holidays.

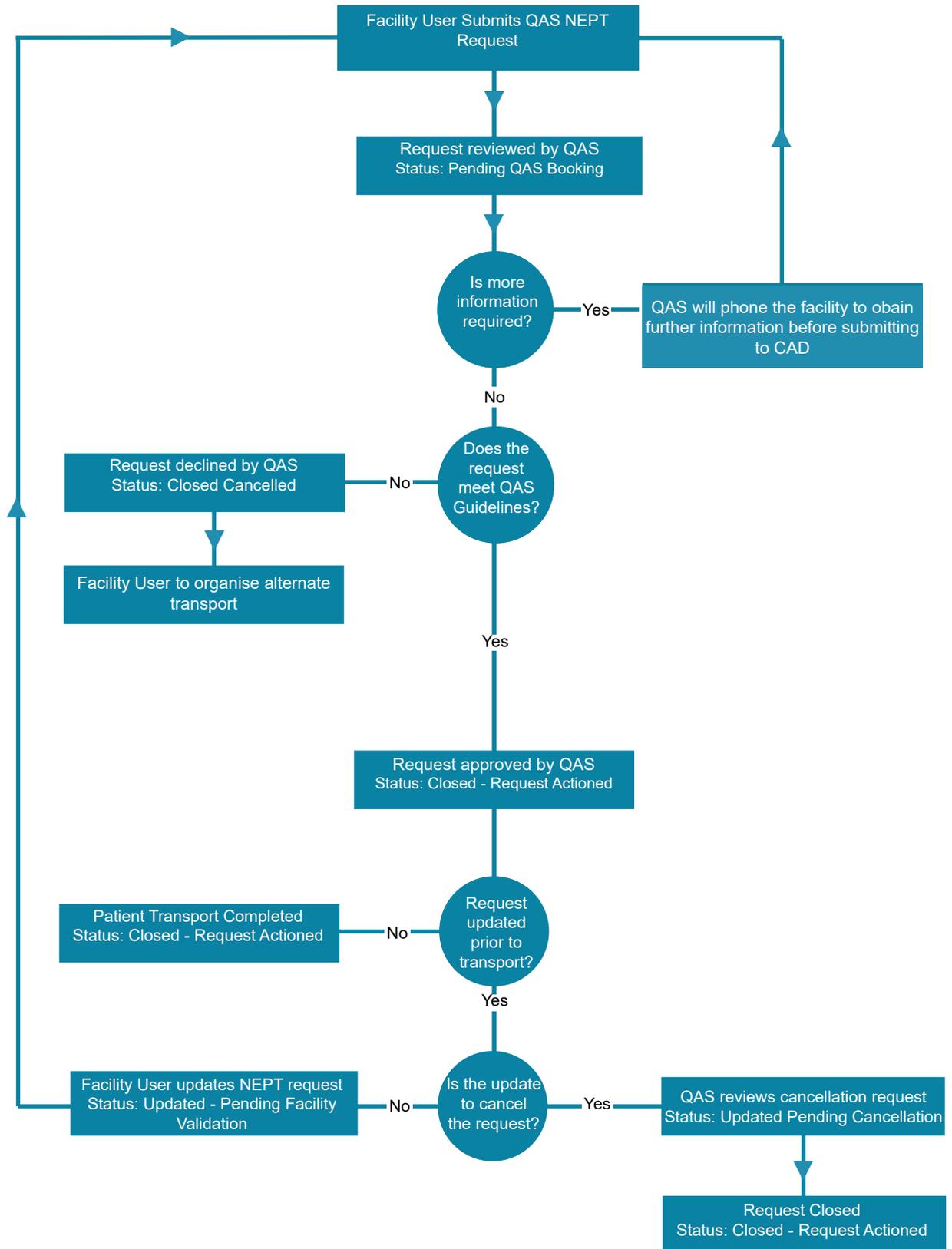
### 9.9. Process Flow for Facilities with a Validation Hub

Below is a flow chart of how a NEPT Request is processed for facilities which have Validation Hubs. the status labelled in each step, relates to the corresponding status displayed on the NEPT Request.



### 9.10. Process Flow for Facilities without a Validation Hub

Below is a flow chart of how a NEPT Request is processed for facilities without Validation Hubs. The status labelled in each step relates to the corresponding status displayed on the NEPT Request.



### 9.10.1. Request Statuses

Below is a table of the statuses of requests that are displayed on any NEPT request.

Status	Meaning
Closed - Cancelled	The request has been cancelled in NEPT and QAS (if applicable).
Closed - Request Actioned	The request/trip has been completed (time/date of trip has passed and all trips within request are completed).
Confirmed	All NEPT details are correct, the request/trip has been confirmed by the QAS, the incident is awaiting dispatch by QAS.
Pending Cancellation	The trip has been cancelled in NEPT and is awaiting cancellation response from QAS.
Pending Confirmation	The trip has been submitted to CAD and is awaiting confirmation response from QAS.
Pending Facility Validation	The request has been created for a Facility/ward that has a Validating Hub. The request requires validation from the Facility Validator prior to being submitted to the QAS.
Pending QAS Booking	The request is pending QAS validation. Request has been submitted by Facility which is yet to be accepted or confirmed by the QAS.
Unsubmitted	Request in initial state of being entered. Trip has been manually created after request creation and requires submission.
Updated - Pending Cancellation	A Facility user has requested the cancellation of a request/trip. The request/trip has been sent to QAS previously. The trip is pending QAS review prior to cancellation.
Updated - Pending Facility Validation	A Facility user has requested the modification of a request/trip. The request/trip has been sent to QAS previously. The Facility/ward has a validation hub. The request requires validation from the Facility Validator prior to be submitted to the QAS for processing.
Updated - Pending QAS Booking	A Facility user has requested the modification of a request/trip. The request/trip has been sent to QAS previously. The trip is pending QAS review prior to modification.

## 10. Facility Administration

### 10.1. Users (Facility Administrators Only)

Facilities are responsible for their own Facility's User management.

This tab lists all Facility Users in the Facilities within which they are established in NEPT.

**Note:**

It is the responsibility of the Facility Administrator to:

- Perform Facility, Patient and User account maintenance
- Create new NEPT users
- Password resets for non-QHealth users
  - For information security/privacy all requests to update user details are to be referred to the Facility Administrator.
  - Password self-resets can be completed by Facility Users at any time within the QAS NEPT Request System log on screen.

It is recommended each Facility has more than two Facility Administrators set up, for business continuity purposes.

If there is no Facility Administrator or Facility Users set up, a Facility Access Request application form is to be completed, so as a new Facility Administrator can be set up. This is detailed further in the section '[Medical Facility Access Applications](#)'.

#### 10.1.1. Create a New User

To create a new user a Facility Administrator completes the following steps:

1. Navigate to Administration > Users from the left-hand navigation menu.
2. Click the 'New' button.
3. Complete the mandatory fields.

The screenshot shows a web form titled 'User' for creating a new user. The form contains the following fields and controls:

- User ID:** A text input field with a red asterisk indicating it is mandatory.
- First name:** A text input field with a red asterisk.
- Last name:** A text input field with a red asterisk.
- Position name:** A text input field with a red asterisk and a dropdown arrow icon.
- Facility list:** A dropdown menu with a red asterisk and a lock icon.
- Email:** A text input field with a red asterisk and an email icon.
- Business phone:** A text input field with a red asterisk.
- Mobile phone:** A text input field with a red asterisk.
- Password:** A text input field (not visible in the image).
- Active:** A checked checkbox.
- Submit:** A button at the bottom left.

- User ID must be unique.  
it is recommended to use the email address of the user as their User ID.  
The system will not let you create a User ID that is the same as an existing user.
- Email address is important and should be double checked as the user will receive vital login information via their email address.

- Facility list is the Facility (or facilities) this new user will have access to select a Facility, select the padlock icon then search for and select the relevant facility. Repeat this step to add more than one facility.
- A business phone number is mandatory

1. Click 'Submit'.
2. Locate the new user in the list of users and open their record.

	<a href="#">sthompson</a>	Sally Thompson	SallyThompson@CairnsHospital.qld.gov.au	true	08/05/2023 14:16	08/05/2023 14:16
--	---------------------------	----------------	---	------	------------------	------------------

3. Towards the bottom of the record, in the Groups tab, click 'Edit'.

4. Add the user to the appropriate level of access group. You can also add them to existing validation groups for the facility (for Facility Validator users).

- General users should be added to Facility User group
- Facilities Validators should be added to Facility Validator group and one or more validation groups (e.g. Transit Hub group)
- Administration Users should be added to Facility Administrator group as well as any validation groups within their Facility

5. Select 'Save' to close group selection box, then select 'Update' to save the user record.

All non-QHealth new and reactivated users will have a temporary password automatically set and emailed to them, along with their login details and a link to the booking system.

QHealth users will have to discuss with their managers for access to NEPT, whether it be to have their account reactivated or be set up as a new user.

The user form is a record that contains an individual's basic information.

### 10.1.2. Deactivation of a User account

An account can be deactivated as required by the Facility Administrator.

Within the users profile, the 'Active' check box is ticked, which indicates the user is active.

A deactivated user will have a blank 'Active' field.

Select or deselect this box to according to the requirement and select Update to save the change.

The screenshot shows a user profile form for 'User - Mabel Smith'. The form includes fields for User ID (Mabel\_Smith), First name (Mabel), Last name (Smith), Position name (Administrative Assistant), Facility list (Springfield General Hospital, Shelbyville Public Hospital), Password, Locked out (checkbox), and Active (checkbox, which is checked). There are also fields for Email (Mabel@test.com), Notification (Enable), Business phone (12345678), and Mobile phone.

### 10.1.2.1. Reactivation of a User account

An account can be reactivated as required by the Facility Administrator.

1. From the Facility Administration click on Facilities and select the Facility
2. From the list of Users select the User to reactivate
3. Click on Active and Update, this will reactivate the User to the Facility.

The screenshot shows a user profile form for 'User - Sally Thompson'. The form includes fields for User ID (ThompsonS), First name (Sally), Last name (Thompson), Position name (Administrative Assistant), Facility list (QH CAIRNS HOSPITAL), Password, Locked out (checkbox, which is checked), and Active (checkbox, which is unchecked).

### 10.1.3. Lock out a User account

An account user can be locked out of their account if there are too many incorrect attempts of a users' password. The Administrator can unlock a user.

For users who no longer require access to NEPT, their account can be de-activated.

The screenshot shows the user profile for Mabel Smith. The 'Locked out' checkbox is checked, indicating the user is locked out. The 'Active' checkbox is also checked. The user's details include: User ID: Mabel\_Smith, First name: Mabel, Last name: Smith, Position name: Administrative Assistant, Email: Mabel@test.com, Notification: Enable, Business phone: 12345678, and Mobile phone: (empty). The facility list includes Springfield General Hospital, Shelbyville Public Hospital.

Within the users profile, the 'Locked out' check box is ticked, which indicates the user is locked-out.

Select or deselect this box to according to the requirement and select Update to save the change.

### 10.1.4. Reset a QHealth User Password

All QHealth Users can reset their password via standard QHealth Corporate Network password reset processes.

### 10.1.5. Reset a Non-QHealth User Password

Users can reset their own password by visiting the application login screen and clicking the Password Reset link. They will be required to enter their email address and user ID and the system will email the user a new, temporary password.

Facility Administrators can also reset a user's password by following these steps:

1. Use the list view filters to locate the user and open the users individual record
2. Set the Password field to a temporary password
3. Uncheck 'Locked out' if the user is currently 'Locked out'
4. Update
5. The Facility Administrator will need to communicate the temporary password to the user who will be forced to change the temporary password upon their next login.

The screenshot shows the user profile for Sally Thompson. The 'Locked out' checkbox is unchecked, and the 'Active' checkbox is checked. The user's details include: User ID: ThompsonS, First name: Sally, Last name: Thompson, Position name: Administrative Assistant, Email: SallyThompson@CairnsHospital, Notification: Enable, Business phone: 0738733314, and Mobile phone: (empty). The facility list includes QH CAIRNS HOSPITAL. The password field is highlighted with a red box.

### 10.1.6. User Groups

The system differentiates between users by their assigned user group. There are two types of groups: Assignment and Access.

Access groups grant various levels of access to users within the system. The access groups are:

- Facility user
- Facility validator
- Facility administrator

Facility Administrators can only assign levels of access equal to or less than their own, i.e. they can only assign the Facility User, Facility Validator and Facility Administrator groups. The higher groups are used by the QAS.

Assignment groups are only used for validating requests before they are sent to the QAS for booking. The creation of new groups must be completed by QAS as part of the facility set up, therefore Facilities Administrators will need to request the creation of new Validation groups, the requests is to include which ward it's associated with and the hours of operation, for QAS to set it up.

Once created, the Facilities Administrators can assign users to these groups as required. They can also assign these groups to wards as required to enforce facility validation before the trips are sent to the QAS for booking.

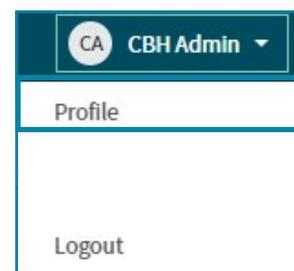
### 10.1.7. User Account Preferences

Users can update their own user details and notification settings. To do this:

- Click on the down icon next to your account user name



- Select the Profile menu option



- Update details as required and click 'Update'

### 10.1.8. User Account Personalisation

There are some user adjustable settings to assist users to alter the look and feel of the system.

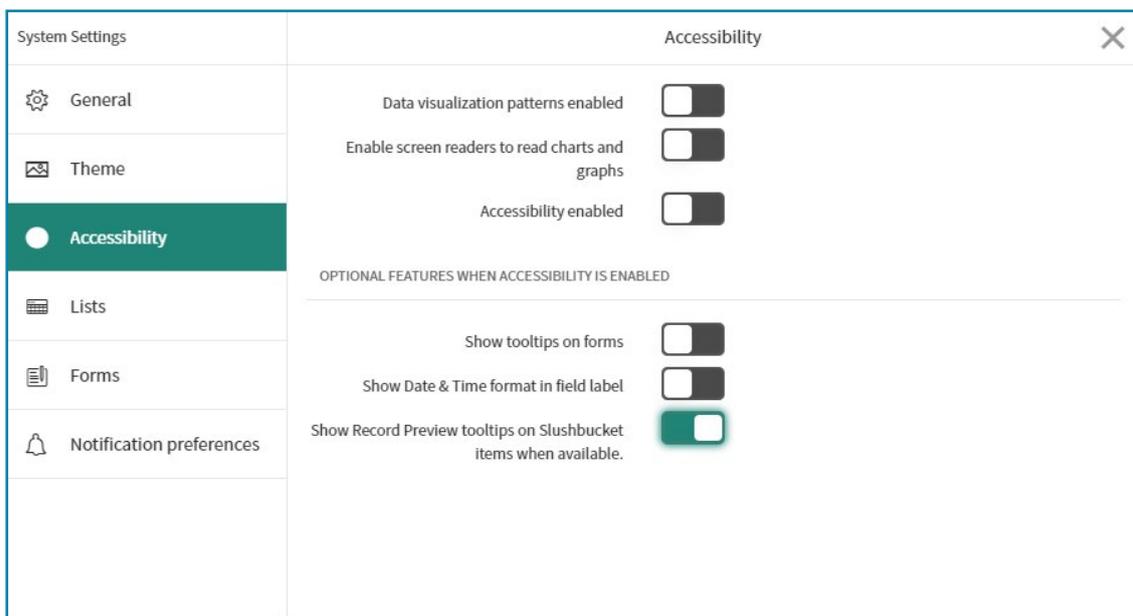
Click on the 'Cog' icon to reveal the settings.



The user can then modify their settings by selecting each section from the left-hand navigation menu, these have been expanded below.

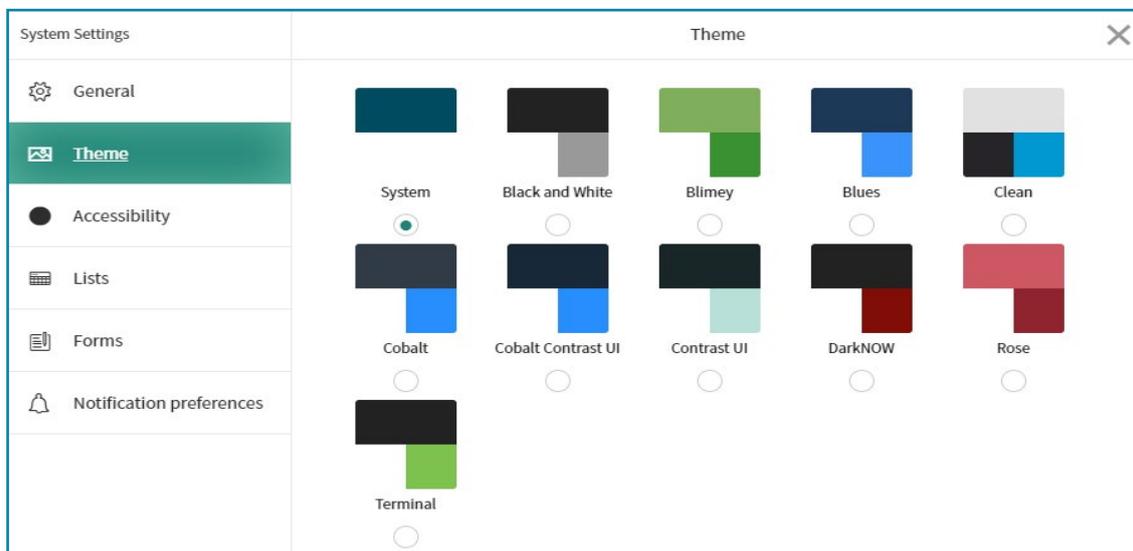
### 10.1.9. General Settings

To change general settings such as accessibility and date/time select General from the Left-hand navigation menu.



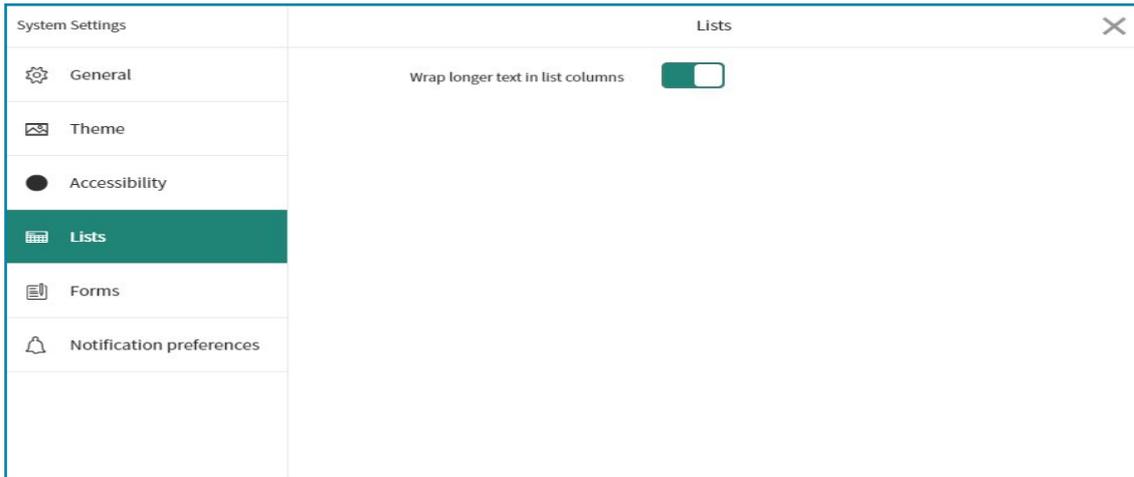
### 10.1.10. Theme Settings

A user can modify the theme applied to their view of the application.



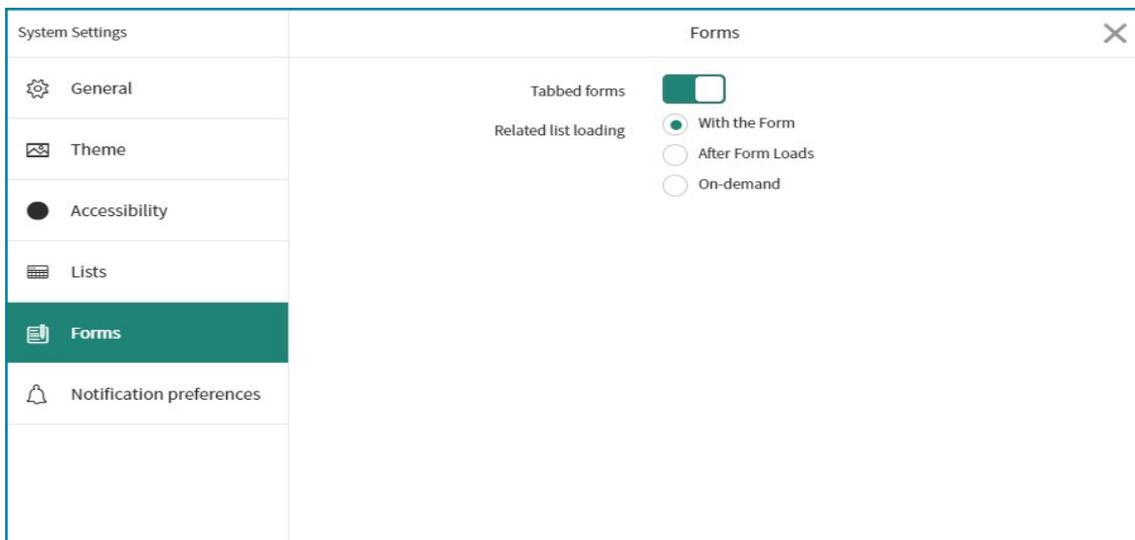
### 10.1.11. Lists Settings

A user can modify the way lists are displayed.



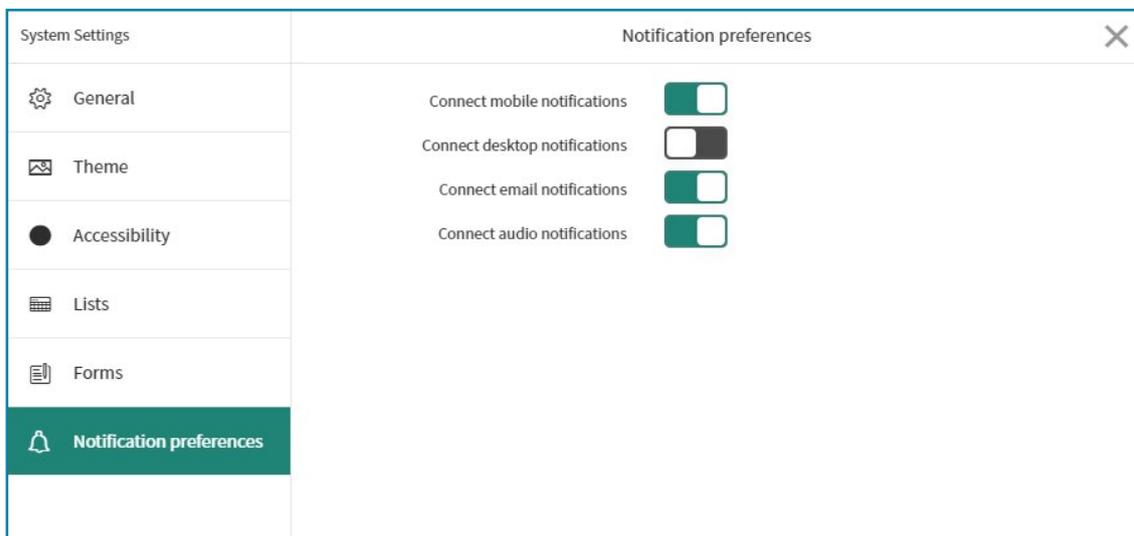
### 10.1.12. Forms Settings

A user can modify the way forms are presented.



### 10.1.13. Notifications Settings

A user can modify how, and which notifications are presented.



## 10.2. Patients

There are several different ways patient records can be listed, maintained and created.

### 10.2.1. List Patient Records

The Facility Administration > Patients Menu option presents the list of Users allocated to the Facility. Patients are displayed grouped by the Facility they are associated with. Patient records are unique per facility.

If the Facility Administrator is allocated to multiple Facilities, all users for each Facility are displayed.

Display name	Date of birth	Facility	Active
CLETUS SPUCKLER	01/08/1981	Shelbyville Public Hospital	true
SEYMOUR SKINNER	01/05/1965	Shelbyville Public Hospital	true
BRANDINE SPUCKLER	01/01/1981	Shelbyville Public Hospital	true
DUMMY TEST	01/06/1972	Shelbyville Public Hospital	true
LEO DOG	01/01/2000	Shelbyville Public Hospital	true
SNAKE JAILBIRD	01/05/1980	Shelbyville Public Hospital	true
KIRK VAN HOUTEN	01/02/1950	Springfield General Hospital	true
LISA SIMPSON	01/01/2011	Springfield General Hospital	true
MAGGIE SIMPSON	01/01/2017	Springfield General Hospital	true
HOMER SIMPSON	01/01/1956	Springfield General Hospital	true

### 10.2.2. Create Patient Records

The NEPT system is no different to many other systems, there is more than one way to perform a function. Patient records can be created from the Request Form or via Facility Administration.

**Note:**

Patient records are facility specific, i.e. they are unique to each facility. If a user is associated with more than one Facility and the patient is required to have records in each, a separate Patient record for each Facility will have to be created.

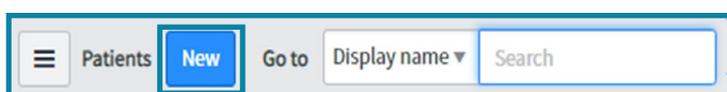
#### 10.2.2.1. Administration Tab

From the Administration > Patients Menu option patients are initially displayed as grouped by the facility they are associated with.

Select the facility hyperlink to drill-down.

To create a New Patient, select the 'New' icon in the NEPT Toolbar.

**Note:** Ensure to search first to ensure the patient is not duplicated.



Complete the form with all the facility, patient and transport details required to create the patient. Mandatory fields are denoted by a red asterisk (Once a mandatory field has been populated, the field will 'grey-out').

The screenshot shows a web form titled "Patient New record". It contains the following fields and sections:

- Patient Details:** Display name, First name (Sally), Last Name (Smith), Date of birth (26/01/1983), Gender (Female), Pension number, DVA card number, DVA card colour (None).
- Facility Details:** Active (checked), Deceased (unchecked), Facility (searchable), Type of Notification (None), Email, Last Viewed By, Mobile number, Contact number (mandatory, with error message: "Patient contact number is mandatory.").
- Address:** Address (mandatory, placeholder: "Enter a location"), Comments.
- Residential address:** Apartment, Building, Street address (mandatory), Suburb (mandatory), Local Government Area, State (mandatory), Post code (mandatory). A note says: "Please confirm the address fields are populated correctly".

### 10.2.2.2. Within a New Request Booking

A new patient record can be generated whilst in the process of entering a new booking.

Complete this request sequentially, i.e. the requesting facility field is to be completed before searching for a patient or creating a new patient.

The screenshot shows a web form titled "Patient Transport Booking System > Non-Emergency Patient > NEPT Request". It contains the following fields and sections:

- Requested for:** Mary Smith.
- Facility:** Requesting Facility/Nursing Home (Springfield General Hospital), Requesting Ward/Sub-area (mandatory).
- Patient:** Existing patient (mandatory), New patient (checkbox).

Commence typing the name of the patient in the Existing Patient field. This field has predictive text, as the name is entered results will present.

If there is no current record for the patient at the selected Facility, click the 'New Patient' field.

The screenshot shows a form titled 'Patient' with a collapse icon. It contains several input fields: 'Existing patient' (with a search icon), 'New patient URN', 'New patient compulsory 3rd party', and 'New patient pension number'. A blue box highlights the 'New patient' checkbox, which is checked. Below it, there is a red asterisk and the text 'New patient first name'.

A series of fields will be presented which are details of the patient. Complete these fields before carrying on to the remainder of the request form.

Enter in the patient's address.

As detailed in the A series of fields will be presented which are details of the patient. Complete these fields before carrying on to the remainder of the request form.

Enter in the patient's address.

As detailed in the [address verification](#) section, the user must confirm that the Google address has populated the 'residential address' and is correct. Refere to this section for details.

### 10.2.2.2.1. Type of Notification

NEPT has the functionality to allow patients to take up the option to receive a notification of their up-coming appointment(s).

Notifications are detailed further in this documentation, in the [SMS or Email notifications](#) section..

### 10.2.2.3. Address Verification

Enter in the patient's address, which will present a 'Google powered address' pop-up box. Select the correct address that has dropped down as part of the address verification process.

The screenshot shows the 'Patient' form with a 'New record' tab. The 'Address' field is highlighted with a blue box. A dropdown menu is open, showing several address suggestions from Google, such as '340 gym', '340 Gympie Road', '340 Gympie Kin Kin Road', '340 Gympie Woolooga Road', '340 Gympie Terrace', and '340 Gympie Street'. Below the dropdown, there are fields for 'Residential address\*', 'Apartment', 'Building', 'Street address', 'Suburb', 'Local Government Area', 'State', and 'Post code'. A 'Submit' button is at the bottom left. A note at the bottom says 'Please confirm the address fields are populated correctly'.

**Note:** The address verification process uses predictive text, as the address is entered in the address field options start to present. Care is to be taken as there could be several options to select from.

It is imperative that the correct address is selected.

The user must confirm that the Google address has populated the 'Residential address' and is correct.

- If the address is correct, the check box 'Please confirm the address fields are populated correctly' can be selected.
- If the address has not been populated, the user will need to go back and perform the address verification process again.

If this still does not auto-populate the residential fields, the fields will have to be manually updated before confirming the check box.

There are inherit issues with Google using unit numbers and words (e.g. Unit, Apartment etc.) so this is very important as there is potential the incident will not pass through to the QAS correctly.

Once all fields have been successfully updated, click on the 'Submit' button.

### 10.2.3. Display Patient Records

Patients records can be displayed in detail from the patient list.

	Display name	Date of birth	Facility	Active
<input type="checkbox"/>	<a href="#">CLETUS SPUCKLER</a>	01/08/1981	Shelbyville Public Hospital	true
<input type="checkbox"/>	<a href="#">SEYMOUR SKINNER</a>	01/05/1965	Shelbyville Public Hospital	true
<input type="checkbox"/>	<a href="#">BRANDINE SPUCKLER</a>	01/01/1981	Shelbyville Public Hospital	true
<input type="checkbox"/>	<a href="#">DUMMY TEST</a>	01/06/1972	Shelbyville Public Hospital	true
<input type="checkbox"/>	<a href="#">LEO DOG</a>	01/01/2000	Shelbyville Public Hospital	true
<input type="checkbox"/>	<a href="#">SNAKE JAILBIRD</a>	01/05/1980	Shelbyville Public Hospital	true
<input type="checkbox"/>	<a href="#">KIRK VAN HOUTEN</a>	01/02/1950	Springfield General Hospital	true
<input type="checkbox"/>	<a href="#">LISA SIMPSON</a>	01/01/2011	Springfield General Hospital	true
<input type="checkbox"/>	<a href="#">MAGGIE SIMPSON</a>	01/01/2017	Springfield General Hospital	true
<input type="checkbox"/>	<a href="#">HOMER SIMPSON</a>	01/01/1956	Springfield General Hospital	true

To display a patient's details, click on the hyperlink of the patient

On selecting the hyperlink for the patient, it drills down into the patient's details.

**Residential address** | Activity

Please review and correct any errors with this address in the fields below

Apartment		Local Government Area	Cassowary Coast
Building		* State	QLD
* Street address	35 Gladly Street	* Post code	4860
* Suburb	Innisfail	* Please confirm the address fields are populated correctly	<input checked="" type="checkbox"/>

Including their Activity log.

**Residential address** | **Activity**

Comments

Activities: 4

- AP Amanda QAS PTS: Contact number 42260000 was 42260001. Field changes • 14/02/2023 12:02
- AP Amanda QAS PTS: Contact number 422600001 was 42260000. Field changes • 14/02/2023 12:01
- AP Amanda QAS PTS: Last Viewed By Amanda QAS PTS. Field changes • 10/02/2023 11:15
- AP Amanda QAS PTS: Active true, Address 35 GLADY STREET, INNISFAIL QLD, AUSTRALIA, Contact number 42260000, Date of birth 01/01/2011, Deceased false, Display name TODD FLANDERS, DVA card colour DVA White, DVA card number 123654, Facility QH CAIRNS HOSPITAL, First name TODD, Gender Male, Last Name FLANDERS, Latitude -17.5249832, Local Government Area Cassowary Coast. Field changes • 10/02/2023 11:15

Followed by their booking history for that facility.

NEPT Requests	New	Go to	Requesting facility	Search	1 to 37 of 37	
Number	Requested for	Requesting facility	Requesting ward	Date of birth	State	Referring clinician
NEPT0005203	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Updated - Pending QAS Booking	Sam Alex
NEPT0005094	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Closed - Cancelled	Sam Alex
NEPT0005108	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Awaiting Information	Sam Alex
NEPT0005187	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Pending QAS Booking	Sam Alex
NEPT0005058	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Confirmed	Sam Alex
NEPT0005104	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Pending QAS Booking	Sam Alex
NEPT0005078	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Confirmed	Sam Alex
NEPT0005074	Needha QAS PTS	QH LADY CILENTO CHILDRENS HOSPITAL	LCCH (3A OUTPATIENTS AUDIOLOGY)	16/05/1998	Pending QAS Booking	Sam Alex

All booking requests are listed at the bottom of a Patient's records.

A booking request can be previewed by clicking on the NEPT Request number hyperlink. the user can drill down further by clicking on the Trip Number hyperlink.

Alternatively, the information can be obtained by clicking on the 'Information' icon and selecting 'Open Record' and drilling down into the Trip Number hyperlink.

#### 10.2.4. Maintain or Update Patient Records

When the details are displayed any of the fields presented can be modified to reflect new and updated details.

Once changes have been applied, to save the updated information select 'Update' in the NEPT Toolbar.

If changes have been made and they are not to be saved, click on the 'Back Arrow' in the NEPT Toolbar and 'Discard' any changes.

If any of the patient's personal details change, the change must be made in the patient's record. This is especially so with the address as this will ensure all future trips for the patient associated to the facility, including already confirmed trips will be updated accordingly.

If a patient identifies they have an update to their personal details, contact QAS on 13 12 33. QAS will need to ensure all records for the patient are changed to reflect the new and updated details as patients may have bookings against other facilities records.

#### Note:

If a patient lives between different or multiple houses (e.g. one week at one parent and another week at another parent), instead of changing the patient address each time have one primary address and whenever the patient is travelling from their non-primary address select the address type as 'other' on the request form.

#### 10.2.5. Decease a Patient

When a facility is advised of the death of a patient, the patient is to be flagged as Deceased in NEPT.

1. Display the patient's details.

Note the status of the Deceased flag in the patient's record.

- If the box is ticked, the patient has been marked as deceased.
- If there is no tick in the box, the patient is not deceased.

2. If a patient has been identified to be marked as deceased, tick the Deceased box.
3. A pop-up will present.

4. Follow the instructions on the pop-up box and call QAS. Click OK to carry on.
5. Note there is a tick in the Deceased box.

Patient - LISA SIMPSON  
 Display name: LISA SIMPSON  
 \* First name: LISA  
 \* Last Name: SIMPSON  
 \* Date of birth: 01/01/2011  
 \* Gender: Female  
 Active:   
 Deceased:   
 Facility: Springfield General Hospital  
 Type of Notification: -- None --  
 Email:

6. On the Activity tab, enter comments to indicate the details of the notification, including:
  - Who advised of the patient's death
  - Where the notification came from
  - Any other pertinent details regarding the patient

7. Click Update to save.

Deceasing a patient will cancel any active trips they have for the facility.

If a patient is deceased, contact QAS on 13 12 33. QAS will need to ensure all records for the patient are updated accordingly so as no future bookings will present for the deceased patient.

### 10.2.6 De-activating a Patient

When a facility has a requirement to remove a patient from their list of active patients, the patient for the specific facility can be marked as inactive.

1. Display the patient's details.  
 Note the status of the Active flag in the patient's record.
  - If the box is ticked, the patient is active.
  - If there is no tick in the box, the patient is not active for the facility.

Patient - LISA SIMPSON  
 Display name: LISA SIMPSON  
 \* First name: LISA  
 \* Last Name: SIMPSON  
 Active:   
 Deceased:   
 Facility: Springfield General Hospital

2. If the patient has any active trips, they are to be cancelled. A banner presents at the top of the screen.

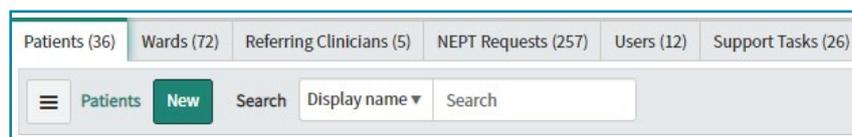
Patient - LISA SIMPSON  
 Please cancel all active trips for this patient before deactivating.  
 Display name: LISA SIMPSON  
 \* First name: LISA  
 \* Last Name: SIMPSON  
 Active:   
 Deceased:   
 Facility: Springfield General Hospital

3. Scroll to the patient's history of requests at the bottom of the screen and view the State field.  
Look for anything that is not closed. If there are outstanding trips, they are to be cancelled before this Patient can be marked as Inactive.
4. Provided there are no outstanding Trips, deselect the Active box.
5. On the Activity tab, enter comments to indicate the details of the notification, including:
  - Who advised of the deactivation
  - Where the notification came from
  - Any other pertinent details regarding the patient
6. Click Update.

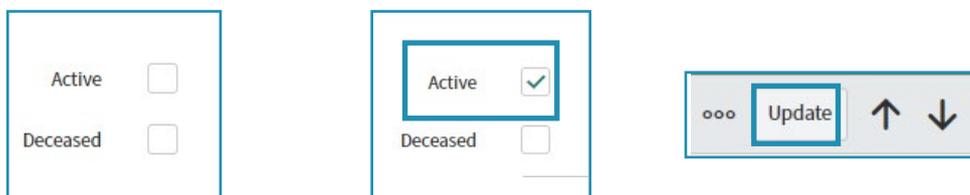
De-activating a patient from a facility will only de-activate the patient from the facility associated by the user, it will not affect any bookings the patient may have that have been made by other Facilities. This would generally be used if the patient is no longer a patient at the facility the user manages. Patients can be reactivated, if needed.

### 10.2.7. Reactivating a Patient

1. To re-activate a patient under the Facilities tab, select the hospital and click on the Patients tab.



2. Select the patients account and click 'Active' and 'Update' to reactivate the patient under the Facility



### 10.2.8. SMS or Email notifications

NEPT has the functionality to allow patients to take up the option to receive an SMS message or an email advice of their up-coming appointment(s).

This functionality will not be activated until NEPT is fully deployed, QAS has the ability to choose when to switch it on, dependent on deployment to Facilities.

This will contain the date, time and location of the appointment for the patient.

This is set up at the patient's profile level, by either the Facility or a QAS User.

The notification is sent if the 'Type of Notification' field is populated and only once the status of a request changes. The actual message will be sent to the patient 72 hours prior to the booking date and time.

This is set up at the patient's profile level or when a patient is created through the New Request form.

### 10.3. Referring Clinicians

Each Facility is responsible for their own Facility's Referring Clinicians.

This tab lists all Referring Clinicians in the Facility's within which they are associated in NEPT.

The management of Referring Clinicians, i.e. updating details, marking them inactive, can only be performed by Facility Administrators.

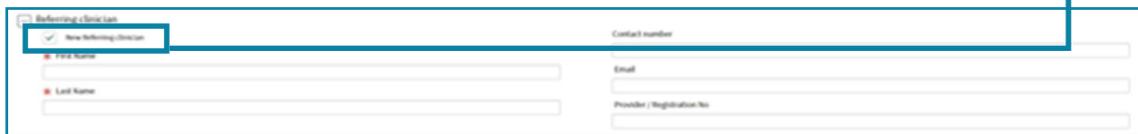
#### 10.3.1. Create a New Referring Clinician

From the Facility Administration > Referring Clinician Menu option referring clinicians are displayed grouped by the facility they are associated with. The number in brackets beside the facility indicates how many referring clinicians are associated with the facility.



##### 10.3.1.1. New Referring Clinician via New Request form

To create a New Referring Clinician via the New Request form, complete a standard new request form, at the Referring Clinician field click the 'New Referring clinician' button.



Complete the form with all the appropriate facility and clinician's details. Mandatory fields are denoted by a red asterisk.

The type of facility will ascertain which are the mandatory fields to be completed.

Once all fields have been updated, click on the 'Submit' button.

Note: Users should always search before creating a new request.

#### 10.3.2. View / Modify a Referring Clinician

The Facilities Administration > Referring Clinician Menu option locate the record of the clinician in question.

The name of the Referring Clinician or facility can be searched from this screen to assist with locating the specific clinician.

1. Open the record.
2. Review the record as required and update accordingly.
3. Select 'Update'.

### 10.3.3. De-activating Referring Clinician

If a Referring Clinician has been identified to no longer be associated to a Facility, the Referring Clinician can be de-activated by the Facility. This will mean the Referring Clinician is no longer displayed for selection within the NEPT request form for the facility.

To deactivate a Referring Clinician, open the 'Referring Clinician' details form and deselect the 'Active' checkbox and click the 'Update' button. To reactivate a clinician, select the 'Active' checkbox and click the 'Update' button.

## 10.4. Facilities

Each Facility user can only view details of their Facility/ies.

This tab lists all Facilities where this Facilities Administrator, controls the NEPT details for a Facility.

The management of the Facility Patients, Referring Clinicians and Users, can only be performed by Facility Administrators.

The management of the facility name, address and wards can only be performed by the QAS.

### 10.4.1. View a Facility

The Facility Administration > Facilities Menu option is used to locate a Facility. The name of the Facility can be searched from this screen, if needed.

1. Open the facility by clicking on the hyperlink.
2. Review the record. These details are for viewing only, updates can only be performed by the QAS.

Once the details of the Facility are displayed, there are several other tabs where details of the Facility or associations to the Facility are listed.

If changes are required to a Facility's name, address and contact details, the Facility Administrator is to raise a support task to QAS who will action the request. This is detailed in the [Create a New Support Task](#) section of this document.

### 10.4.2. View Ward Details

1. Select the 'Wards' tab.
2. Click on the hyperlink of the name of the Ward to display the Ward's details.  
No changes can be made to the Ward, this is for viewing only.

If changes are required to a Facility's Ward details, the Facility Administrator is to raise a support task to the QAS who will action the request. This is detailed in the [Create a New Support Task](#) section of this document.

### 10.4.3. View Patient Details

1. Select the 'Patients' tab.
2. Click on the hyperlink of the name of the Patient to display the Patient's details.
3. Update any of the current details to reflect the necessary changes required.
4. Click 'Update' to save.

A new Patient can be set up from this screen by selecting the New button.

Follow the process defined in the [Create Patient Records](#) section of this document to create the new Patient.

#### 10.4.4. View Referring Clinician Details

1. Select the 'Referring Clinicians' tab.
2. Click on the hyperlink of the name of the Referring Clinician to display their details.
3. Update any of the current details to reflect the necessary changes required.
4. Click 'Update' to save.

A new Referring Clinician can be set up from this screen by selecting the New button. Follow the process defined in the [Create a New Referring Clinician](#) section of this document to create the new patient.

#### 10.4.5. View NEPT Requests Details

1. Select the 'NEPT Requests' tab.
2. Click on the hyperlink of the number of the NEPT Request to display its details.

No changes can be made to the NEPT Requests from this screen, by drilling down further into each record, updates and new requests can be made.

#### 10.4.6. View Users Details

1. Select the 'Users' tab.
2. Click on the hyperlink of the name of the User to display their details.
3. Update any of the current details to reflect the necessary changes required.
4. Click 'Update' to save.

A new user can be set up from this screen by selecting the New button. Follow the process defined in the [Create a New User](#) section of this document to create the new user.

#### 10.4.7. View Support Tasks Details

1. Select the 'Support Tasks' tab.
2. Click on the hyperlink of the number of the Support Task to display its details.
3. Update any of the current details to reflect the necessary changes required.
4. Click 'Update' to save.

A new Support Task can be set up from this screen by selecting the New button. Follow the process defined in the [Create a New Support Task](#) section of this document to create a support task.

## 11. Support Tasks

Support to all users of NEPT is in a 3-phase escalation process.

1. The "Facility User Manual" (This document) and other Instructional Material
2. Facility Administrators
3. QAS Support

Queensland Health and Private Medical Facility users are provided training and instructional material to troubleshoot system issues, therefore all low-level support for NEPT is performed locally by the Facilities local administrators.

A user can locate training material on the [QLD Ambulance](#) web site in the first instance. If the Facility User has already referred to the material and the issue has not been resolved, escalation is required to their Facility Administrator. If the reference materials and the Facility Administrator are not able to resolve the issue, QAS Support are available for higher-level support.

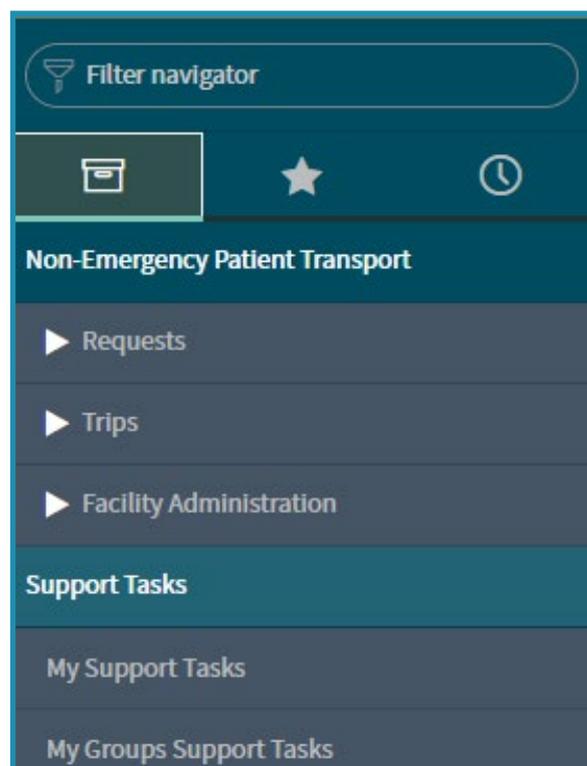
### Note:

If a booking is imminent and the Facility User can not complete the booking with the assistance of the Facility Administrator, they should phone the QAS on 13 12 33 for assistance.

A QAS User can process the booking on behalf of the Facility before directing the user to complete the online Support Task form. If time restrictions are present or the Facility is having difficulty accessing the form, a QAS User may create a request for support on behalf of a Facility User, if time permits.

To engage QAS for support, it is performed via an online Support Task request within NEPT, which can be generated by any user.

The 'Support Tasks' tab links to a support form for all NEPT users to request assistance with system related queries and requests, which are prioritised according to impact and level of criticality.



## 11.1. My Support Tasks

Support tasks are how Facility Users and QAS Users escalate incidents when support is required.

Support tasks are assigned to either the Facility Administrator or QAS Support – depending on the issue type. For example, an issue with users would be assigned to the Facility whereas a request for a new ward would be assigned to QAS Support.

### 11.1.1. Creating a New Support Task

There are several methods in which a user can raise an incident for support.

#### 11.1.1.1. Support Tasks Menu

From the Support Tasks > My Support Tasks Menu option Support Tasks are displayed as those requested by the user or on behalf of a user.



To create a New Support Task, select the 'New' icon in the NEPT Toolbar. A blank Support Task form is presented.

The screenshot shows a mobile application interface for creating a support task. At the top, there is a warning banner: "If the request for support relates to the creation, modification or cancellation of a time critical request for non-emergency transport, please contact the Queensland Ambulance Service Patient Transport Service on 13 12 33." Below the banner, the form contains several fields:
 

- Number: Supt0001179
- State: New
- Associated trip: (empty search field)
- Assignment group: (empty dropdown)
- Requested by: Mabel Smith
- \* Issue type: -- None --
- Requested for: Mabel Smith
- Facility type: Public
- Requested for access: Facility user
- \* Requesting facility: Springfield General Hospital
- \* Short description: (empty text area)
- \* Please detail what changes are required: (empty text area)

 At the bottom, there is an 'Activity' section with a dropdown arrow.

**Note:** When a new Support Task is opened, a banner detailing what the process is for a time critical non-emergency transport is displayed.

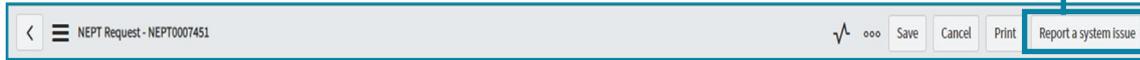


Complete the form with the appropriate details required. Mandatory fields are denoted by a red asterisk.

On completion of all fields, click on the 'Submit' button.

### 11.1.1.2 Via Report a System Issue button

Within each Request or Trip there is a button to "Report a system issue".



This will pop up a Create Support Task box.

A screenshot of the 'Create Support Task' form. At the top, there is a light blue information banner with a close button (X) and the text: 'If the request for support relates to the creation, modification or cancellation of a time critical request for non-emergency transport, please contact the Queensland Ambulance Service Patient Transport Service on 13 12 33.' Below this, the form contains several fields: 'Number' (SUPT0001292), 'State' (New), 'Associated trip' (empty), 'Requested for' (Mabel Smith), 'Requested for access' (Facility user), 'Requesting facility' (Springfield General Hospital), 'Issue type' (dropdown menu showing '-- None --'), and 'Medical Facility' (Public). There are also two text areas: 'Short description' (empty) and 'Please detail what changes are required' (empty). A 'Submit' button is located at the bottom left of the form and is highlighted with a red rectangular box.

Complete the form with the appropriate details required. Mandatory fields are denoted by a red asterisk.

On completion of all of fields, click on the 'Submit' button.

Issue types - are varied so select the most appropriate choice from the drop-down.

### 11.1.1.3. Issue Types

The 'Issue type' is there to indicate what the Support Task is pertaining to and will assist with the distribution of the allocation of the task.

The screenshot shows a 'Support Task - SUPT0001179' form. The 'Issue type' dropdown menu is highlighted with a red box. The form includes fields for Number (SUPT0001179), State (New), Associated trip, Requested by (Mabel Smith), Requested for (Mabel Smith), Requested for access (Facility user), Requesting facility (Springfield General Hospital), and Facility type (Public). A red asterisk indicates that the 'Issue type' field is required.

Issue types are varies so select the most appropriate choice from the drop-down.

The close-up shows the 'Issue type' dropdown menu with the following options: -- None --, -- None --, Issue accessing the NEPT system, Cannot find patient, booking or trip, Information entered is displaying incorrectly, Difficulty entering information into the fields provided, Cannot print request, Cannot export data, and Cannot send booking to the OAS.

### 11.1.1.4. Associated Trip

If there is an issue with a trip and escalation is required, the trip can be referenced in the support task. This is the preferred option when raising Support Tasks as it will assist with problem solving and resolution.

The screenshot shows the 'Support Task - SUPT0001179' form. The 'Associated trip' search field is highlighted with a red box. The form includes fields for Number (SUPT0001179), State (New), Requested by (Mabel Smith), Requested for (Mabel Smith), Requested for access (Facility user), Requesting facility (Springfield General Hospital), and Facility type (Public). A red asterisk indicates that the 'Issue type' field is required.

1. Click on the search button that corresponds to the 'Associated trip' field
2. A range of trips will be presented, which can be searched as needed
3. Select the appropriate trip the support task is relating to

#### 11.1.1.5. Assignment Groups

The Assignment group is assigned to each incident on creation to assist with distribution of Support Tasks to the correct and relevant support area.

#### 11.1.1.6. Descriptions and Details

The 'Short description' field is there to detail what has occurred and the reasoning behind the support task.

There is also a field to detail the changes that are required out of the Support task which will assist the support area to develop a resolution.

#### 11.1.2. View a Support Task

From the Support Tasks > My Support Tasks Menu option Support tasks are displayed as those requested by the user logged on.

- Locate and open the record by selecting the Support Task
- Review the record as required

### 11.2. My Groups Support Tasks

For Facility Administrators, the Support Tasks > My Groups Support Tasks Menu option is available to view Support Tasks that have been requested by the Facility (or Group) the Administrator is associated to. Users in the group will also receive an email notification if they have a support task assigned to them.

#### 11.2.1 Create a New Support Task

A Support Task can be generated from the Support Tasks > My Groups Support Tasks Menu option, which is the same process for creating a Support Task from the My Support Tasks screen. This is detailed above.

#### 11.2.2. View a Support Task

From the Support Tasks > My Groups Support Tasks Menu option Group Support tasks are displayed as those requested by the associated Group the user is assigned to.

- Locate and open the record by selecting the Support Task
- Review the record as required

## 12. Search within NEPT

### 12.1. Search within Lists

When searching using any of the field search boxes (labelled 'Search'), the search executes as a “starts with” type search. This looks for any matching field values that start with the text entered, for example, entering “prince” in the search field and hitting enter will return results such as “QH Prince Charles Hospital” and “QH Princess Alexandra Hospital”.

Users can also do “contains” type searches by searching using a wild card (\*), for example entering “\*CAIRNS” in the search field and hitting enter will return results such as “QH CAIRNS HOSPITAL”.

Number	Requested for	Requesting facility/nursing home ▲	Requesting ward	Patient
Search	Search	*CAIRNS	Search	Search
NEPT0009946	CBH Admin	QH CAIRNS HOSPITAL	DIALYSIS	BART SIMPSON
NEPT0010062	CBH GENERAL USER	QH CAIRNS HOSPITAL	EMERGENCY DEPARTMENT	NELSON MUNS
NEPT0009372	CBH Validating User	QH CAIRNS HOSPITAL	EMERGENCY DEPARTMENT	TODD D FLANDERS

When using the search facility, the search string entered is only searching in the list selected in the "Go to" field, i.e. if you are searching for a patient, select the drop-down box 'Patient' if searching for a hospital or medical facility, select the drop-down box 'Requesting facility/nursing home'. There is also the option to search tab below each column header.

### 12.2 Search within Fields

When searching using any of the field search boxes (labelled “Search”) the search must be an exact match. For example, entering \*HOSPITAL” in the search field and selecting enter will return results such for any hospital.

Number	Requested for	Requesting facility/nursing home ▲	Requesting ward
Search	Search	*HOSPITAL	Search
NEPT0009946	CBH Admin	QH CAIRNS HOSPITAL	DIALYSIS
NEPT0010062	CBH GENERAL USER	QH CAIRNS HOSPITAL	EMERGENCY DEPARTMENT

A user can also complete a wildcard search by searching using an asterisk (\*) at any position within the search string.

An example, to search for all QLD Health hospitals, enter '\*QH' in the 'Requesting Facility' search field, this will return results with all hospital names commencing with QH in the facility title.

Number	Requested for	Requesting facility/nursing home ▲	Requesting ward
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="*QH"/>	<input type="text" value="Search"/>
<a href="#">NEPT0009946</a>	<a href="#">CBH Admin</a>	<a href="#">QH CAIRNS HOSPITAL</a>	<a href="#">DIALYSIS</a>
<a href="#">NEPT0010062</a>	<a href="#">CBH GENERAL USER</a>	<a href="#">QH CAIRNS HOSPITAL</a>	<a href="#">EMERGENCY DEPARTMENT</a>
<a href="#">NEPT0009372</a>	<a href="#">CBH Validating User</a>	<a href="#">QH CAIRNS HOSPITAL</a>	<a href="#">EMERGENCY DEPARTMENT</a>

To search for all hospitals that have the word private in their name, enter "\*PRIVATE" in the 'Requesting Facility' search field will return results with "PRIVATE" in the facility title.

### 12.3. Search within Dates

It is well noted this is not a perfect solution to be searching for dates within NEPT, so it is preferable that when searching for patients use First Name, Last Name and Year of Birth in the appropriate fields.

With the default "Starts with" searching for the birth year "1976" a result of "19/03/1976" would be presented, as the date is stored within the NEPT database as "1976-03-19". Likewise, a search containing the year "1976" would also return "19/03/1976" as the text "1976" is contained within "19/03/1976".

Searching dates dields within NEPT is performed with a "Starts with" basis by default.

The format the dates are stored within the NEPT database are as YYYY-MM-DD, i.e. 1976-03-1

#### 12.3.1. List Search

The list search option is entered at the top of a list in the title bar, search field.



The format of the search is DD/MM/YYYY

When searching for a patient by date of birth, using the List Search field, the format of the search is a default of 'Greater-Than or Equal To'.

In this example, the user is searching for any patient that has a birth date of 01/01/2011.

Number	State	Order code	Paramedic skills	Requesting facility/nursing home	Patient	Date of birth	Patient ready by time
TRIP0021844	Pending QAS Booking	LIME3A	true	Springfield Retirement Castle	HANS MOLEMAN	02/12/2019 15:00	
TRIP0021845	Pending QAS Booking	BLUE4A	true	Springfield Retirement Castle	HANS MOLEMAN	02/12/2019 23:59	
TRIP0022606	Pending QAS Booking	PINK3B	false	Springfield Retirement Castle	HANS MOLEMAN	27/02/2020 14:00	
TRIP0021846	Pending QAS Booking	LIME3A	true	Springfield Retirement Castle	HANS MOLEMAN	03/12/2019 15:00	

The resulting display shows:

- The patients who have a birth date from 31/12/2010 until today
  - The breadcrumb displays NEPT Request Patient Date of Birth >= 31/12/2010

Number	State	Order code	Paramedic skills	Requesting facility/nursing home	Patient	Date of birth	Patient ready by time
TRIP0021581	Pending QAS Booking	PINK3B	false	Springfield General Hospital	MAGGIE SIMPSON	01/01/2017	06/11/2019 14:00
TRIP0020799	Updated - Pending Cancellation	TEAL4B	false	Springfield General Hospital	MAGGIE SIMPSON	01/01/2017	12/07/2019 16:00
TRIP0020797	Updated - Pending Cancellation	TEAL4B	false	Springfield General Hospital	LISA SIMPSON	01/01/2011	12/07/2019 16:00
TRIP0024903	Pending QAS Booking	TAN3B	false	Springfield General Hospital	LISA SIMPSON	01/01/2011	16/06/2020 08:00

In this example, the user is searching for any patient that has a birth date of 01/01/2011, but enters the date in the field with an equals sign as a pre cursive qualifier.

Number	State	Order code	Paramedic skills	Requesting facility/nursing home	Patient	Date of birth	Patient ready by time
TRIP0021844	Pending QAS Booking	LIME3A	true	Springfield Retirement Castle	HANS MOLEMAN	02/12/2019 15:00	
TRIP0021845	Pending QAS Booking	BLUE4A	true	Springfield Retirement Castle	HANS MOLEMAN	02/12/2019 23:59	
TRIP0022606	Pending QAS Booking	PINK3B	false	Springfield Retirement Castle	HANS MOLEMAN	27/02/2020 14:00	
TRIP0021846	Pending QAS Booking	LIME3A	true	Springfield Retirement Castle	HANS MOLEMAN	03/12/2019 15:00	

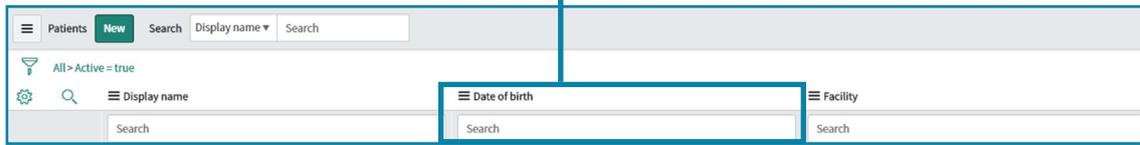
The resulting display shows:

- The patients who have a birth date from 01/01/2011 until today
  - The breadcrumb displays NEPT Request Patient Date of Birth = 31/12/2010

Number	State	Order code	Paramedic skills	Requesting facility/nursing home	Patient	Date of birth	Patient ready by time
TRIP0020797	Updated - Pending Cancellation	TEAL4B	false	Springfield General Hospital	LISA SIMPSON	01/01/2011	12/07/2019 16:00
TRIP0024903	Pending QAS Booking	TAN3B	false	Springfield General Hospital	LISA SIMPSON	01/01/2011	16/06/2020 08:00
TRIP0024904	Pending QAS Booking	TEAL4B	false	Springfield General Hospital	LISA SIMPSON	01/01/2011	16/06/2020 23:59
TRIP0024877	Pending QAS Booking	TAN3B	false	Springfield General Hospital	LISA SIMPSON	01/01/2011	17/06/2020 15:00

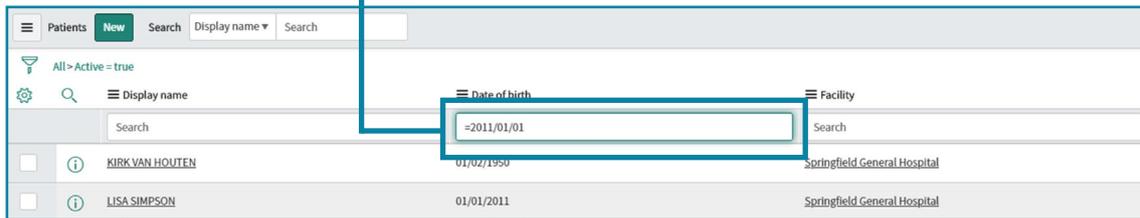
### 12.3.2. Column Filter Search

- The Column Filter search option is entered at the top of a column, within a list. The format of the search is YYYY/MM/DD.



In this example, the user is searching for any patient that has a birth date of 01/01/2011, but enters the date in the field with an equals sign as a pre cursor qualifier.

The resulting display shows:



- The patients who have a birth date of 01/01/2011



## 12.4 Global Search

There is a Global Search facility within NEPT which will assist the user to locate a Request or a Trip. Unfortunately, the only search fields that can be searched for are Request number and Trip number, which need to be entered in full.

The Global Search facility is located on the title bar.

Select the magnifying glass button.



This will open the Global Search window.



Enter the full Request id and press enter to search.



This will present an open entry of the specific request or trip.

On the results display, the breadcrumb has changed to reflect the tag criteria that has been selected.

## 13. Controls

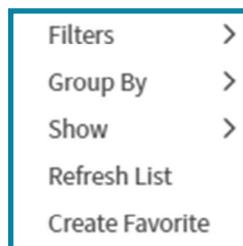
Within the pick lists a user can alter the to display preference information filtering on specific information, grouped in the order desired or even the number of rows displayed.

To bring up the controls menu, left click on the collapsed menu icon button



This will reveal a drop-down selection box. Choose the filter option(s) to build the display or list desired.

The following is an example of a filtering menu, the results will vary depending what the details of the menu is.



## 14. Tags and Filters

In NEPT there is the ability to 'Tag' a Request or an individual Trip so as it can easily be grouped or organised to suit a specific user for use at a later time. This is especially the case where there are no commonalities between Requests or Trip but the user needs to track those specific requests.

One of the benefits of using a tag is to use the tag over and over again, to group or organise like-minded Requests and Trips together. There is no finite number of times a tag can be used.

Should the need arise, Requests and Trips can be assigned multiple tags.

Tags are user specific and do not carry over to other users. If a user creates a Tag, it is only associated to their profile.

Once a tag has been set, a user can filter using the tag from any NEPT screen the filter option is available.

Care should be taken when entering the name of a new tag, as there is no easy way of managing or deleting unwanted tags.

### 14.1 Tags

Setting up a tag can be performed at any area of NEPT where a list of Requests or Trips present.

1. On a list of Requests or Trips, locate the specific entry the tag is to be applied to.
2. Right Click, which will bring up a menu.

<input type="checkbox"/>	NEPT0007451	Mabel Smith	Springfield General Hospital	Emergency	AMANDA SMS	01/01/2000	Pending QAS Booking	Dr Nick
<input type="checkbox"/>	NEPT0008912	Mabel Smith	Springfield General Hospital	Emergency	LISA SIMPSON	01/01/2011	Updated - Pending Cancellation	Dr Nick
<input type="checkbox"/>	NEPT	Smith	Springfield General Hospital	Emergency	LISA SIMPSON	01/01/2011	Pending QAS Booking	Dr Nick
<input type="checkbox"/>	NEPT	Smith	Springfield General Hospital	Cardiac	KIRK VAN HOUTEN	01/02/1950	Pending Facility Validation	Dr Nick
<input type="checkbox"/>	NEPT	Smith	Springfield General Hospital	Cardiac	HOMER SIMPSON	01/01/1956	Pending Facility Validation	Dr Nick

3. Hover over the Assign Tag option, a drop-down of existing tags presents.
  - If this is the first time using a specific tag, Click 'New Tag...'

- Left click 'New Tag'
- A pop up box will present

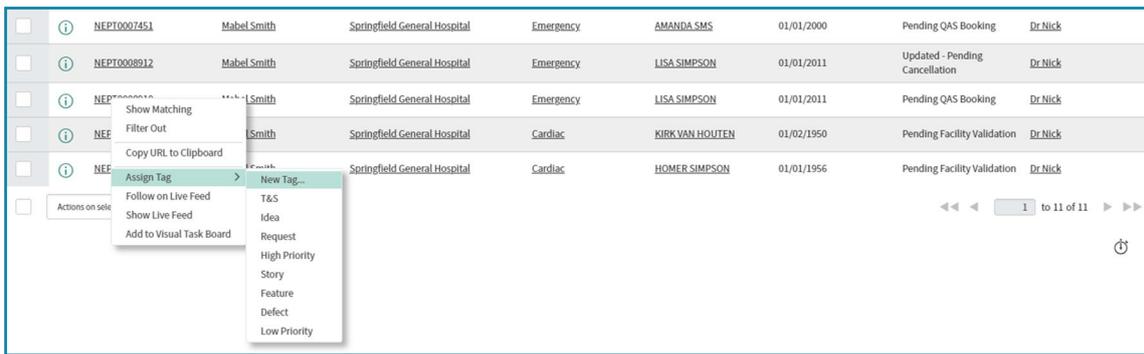
Tag Details Cancel Save

\* Name

Viewable by  
 Me  Groups and Users

- Enter the name of the tag. This name will be used as a tag reference throughout the system, so be mindful when creating the tag using a meaningful identifier
- Hit Save
- The original list of Requests or Trips will present

4. Select the appropriate tag for the entry selected by left clicking on the tag name.



Once the tag is set it will take the user back to the original list.

## 14.2 Filters

Once a tag has been set, a user can filter on a tag or multiple tags to suit the type of list being created. The results produced will be a list of all of the Requests or Trips that match your filtering criteria.

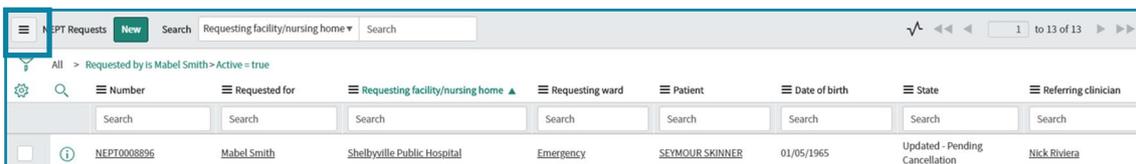
Once a tag has been set, a user can filter on a tag or multiple tags to suit the type of list being created.

Setting up a tag can be performed at any area of NEPT where a list of Requests or Trips present.

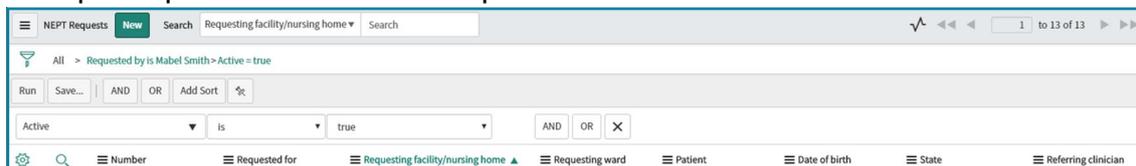
Filtering can be set on an 'AND' or an 'OR' option

- If 'AND' is selected, 'ALL' conditions of the filters must be met for results to present
- if 'OR' is selected, any of the condition of the filters met will produce results

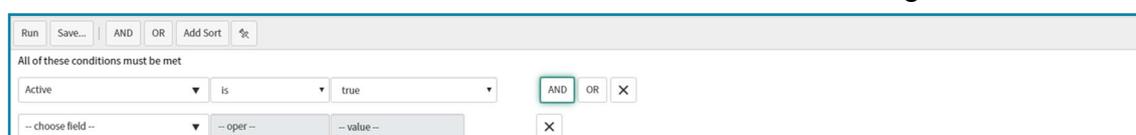
1. On a list of Requests or Trips, locate the funnel icon on the top left of the list and left click.



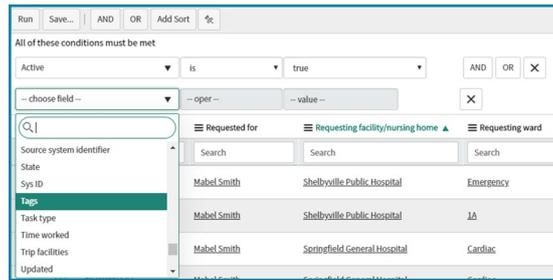
2. A panel presents where filter options can be utilised.



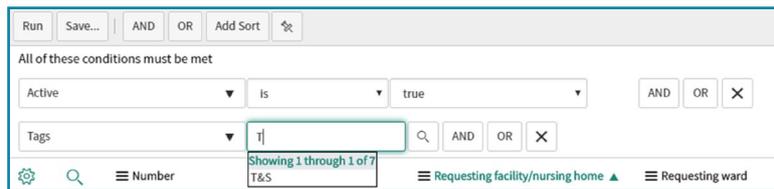
3. Click the 'AND' button on the screen to add additional filtering on the current list.



1. In the "--choose field--", hit the arrow for the drop down, scroll and select Tags.



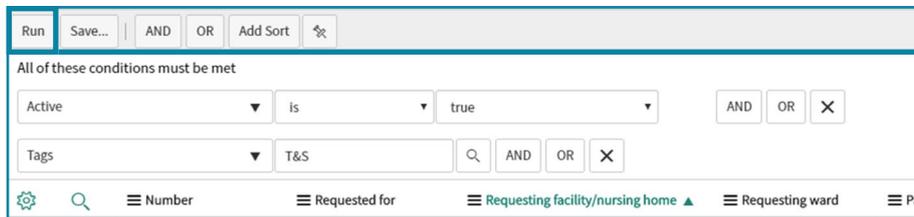
2. In the "Select Label" condition, start typing the name of the tage (previously created), there is predictive text on this field so the tab will start to present.



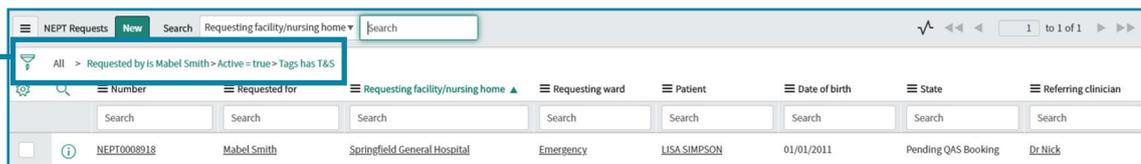
Click on the appropriate tag.

Once the filtering options have been satisfied, select 'Run'.

The results produced will be a list of all of the Requests or Trips that match your filtering criteria.



On the results display, the breadcrumb has changed to reflect the tag criteria that has been selected.



## 15. Personalise Lists

NEPT allows a user to personalise search parameters and change the way Requests, Patients, Referring Clinicians and Requesting users are displayed.

Note:

Filtering works in all windows.

To personalise lists within each tab the same process is followed regardless of the tab.

- Click on the 'Cog' icon located in the top left corner of the list
- A 'Personalise List Columns' selection box will appear
- From here selections of what fields are available and what fields have been selected whilst customising the display
- You can move fields into or out of the selection list as you choose

Personalising has also been detailed earlier in this document.

Please refer to Section '[Change the Information Displayed in a List](#)' for details.

## 16. Facility Access Applications

Any public and private medical facility with an active Australian Business Number (ABN) is permitted to establish a profile within NEPT.

A facility can register to use the NEPT system, but it is up to QAS to approve the request before the facility can commence making requests for service.

For a facility to apply for access to the NEPT system, a link on the [QAS Patient Transport Service](#) web site is available.

The NEPT facility access application form can be accessed by using this link:

<https://qasnept.service-now.com/public/>

This will present the QAS Non-Emergency Patient Transport System - Medical Facilities online access application form.

Complete the form, mandatory fields are identified by a red asterisk. Caution must be taken when completing this form ensuring the information is correct and easily interpreted.

Queensland Government Queensland Ambulance Service

QAS Non-Emergency Patient Transport SYSTEM - Medical Facilities online access application form.

If you are *not* from a Medical Facility, click [here](#).

Medical Facilities must register to gain access to the Non-Emergency Transport System by submitting the below form.

**Medical Facility**

\* Medical Facility:

Private  Public

\* Medical Facility Type:

-- None --

\* Medical Facility Name:

Medical Facility Phone Number:

Medical Facility Address:

Enter a location

\* Medical Facility ABN:

Please include any Ward names for your facility/nursing home in the below comment box if applicable:

Once completed, hit Submit.

The Facility Application form is submitted to QAS for review and approval. Once a facility is approved and created in NEPT, notification will come back to the requesting facility to advise the facility has been approved, created and the NEPT system is ready for facility customisation and use.

Administration users that are nominated on the form, are set up as a user and will receive notification that they are ready to use NEPT.

### Note:

It is important to note that facilities located outside the State of Queensland are not eligible to use the NEPT System.

If a request for transport is required, a phone call to QAS Non-Emergency Patient Transport Service on 13 12 33 is to be performed to book the request.

