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| Patient Care Records  |
| Non emergency patient transport |
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# Reference

Non-Emergency Patient Transport Regulations 2016 Part 6, Regulation 38

# Introduction

Patient Care Records (PCR) are an important part of the process of quality assurance and continuous improvement in patient care and can be used as reference in investigating risks to patient safety, adverse patient outcomes, or sentinel events. PCRs are also important as they allow for a formalised transfer of relevant information about a patient between Non Emergency patient transport (NEPT) sector and other parts of the health system which assist in establishing a robust continuum of care.

# Items to be included in PCR

There is minimum expected information to be included as part of a PCR. Amendments to the Non Emergency Patient Transport Regulations 2016 (the regulations) include extra requirements for low acuity PCRs to now include details of monitoring and treatment provided during transport. The minimum information to be included in a PCR:

| Information type | Low acuity | Medium-high acuity |
| --- | --- | --- |
| Patient details (name, address, birthdate, gender) | P | P |
| Time and date of patient transport (or flight time) | P | P |
| Reason for patient transport | P | P |
| Patient pick up location and destination | P | P |
| Details of monitoring or treatment provided during transport | P | P |
| Names and titles of crew undertaking transport | P | P |
| Differentiation between medium and high acuity transport  | O | P |
| Complete list of relevant clinical details (eg past history, medications, comorbidities) | O | P |
| Name and title of person who assessed the patient as being haemodynamically stable for duration of transport | O | P |

# Handover of PCR information

When a NEPT crew arrives at the destination where a transfer of care takes place it is important that handover of information contained in the PCR occurs:

* For low acuity transport, a verbal handover to the person receiving the patient must be provided
* For medium or high acuity transport, a verbal handover in addition to a copy of the PCR must be provided to the person receiving the patient.

# PCR Audit

It is a requirement that fifty per cent of PCRs for medium or high acuity patients are reviewed to determine if any clinical issues or risks to patient safety are identified. This is one of the key responsibilities of the Clinical Oversight Committee and records of this must be retained for inspection by Authorised Officers.

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