

Mental Health Patient Transport Service Booking Reference Guide

Transport Service Provider	Operating Hours	Booking Options		Mental Health Transport Risk Assessment Form and MHA Form 4A - Provide copy via the following options		
		Phone	Online booking system	Email (* scanned documents must be password protected)	Fax	In Person (Printed copy provided when transport officers arrive)
St John Ambulance	12pm – 10pm 7days	9334 1234	http://www.stjohnambulance.com.au/st-john/ambulance-and-health-services/patient-transfer-service	MHTO@stjohnambulance.com.au	Before 9pm: 9334 1221 After 9pm: 9334 1207	Yes if unable to email or fax
National Patient Transport (Metropolitan Only)	6:30am – 7pm Monday – Friday (not including public holidays)	1300 628 728	https://www.platinumhc.com.au/RealTime/booking.aspx	-	-	Yes for each booking
WA Police	24hours 7days	131 444	-	Mental health transport paperwork (risk assessments and transport orders) can be sent direct to Communications.Mental.Health.Smail@police.wa.gov.au , instead of faxing. Individuals will still need to call 13144 to confirm the escort.	9374 4030	Yes for the Police Officers in attendance to review

Note:

All Transport Service Providers require copies of the forms (Mental Health Transport Risk Assessment Form and Form 4A - Transport Order) upon booking/requesting service.

If copies of the forms cannot be provided, this needs to be discussed with the Provider and an alternative may be identified or the booking/service request denied.

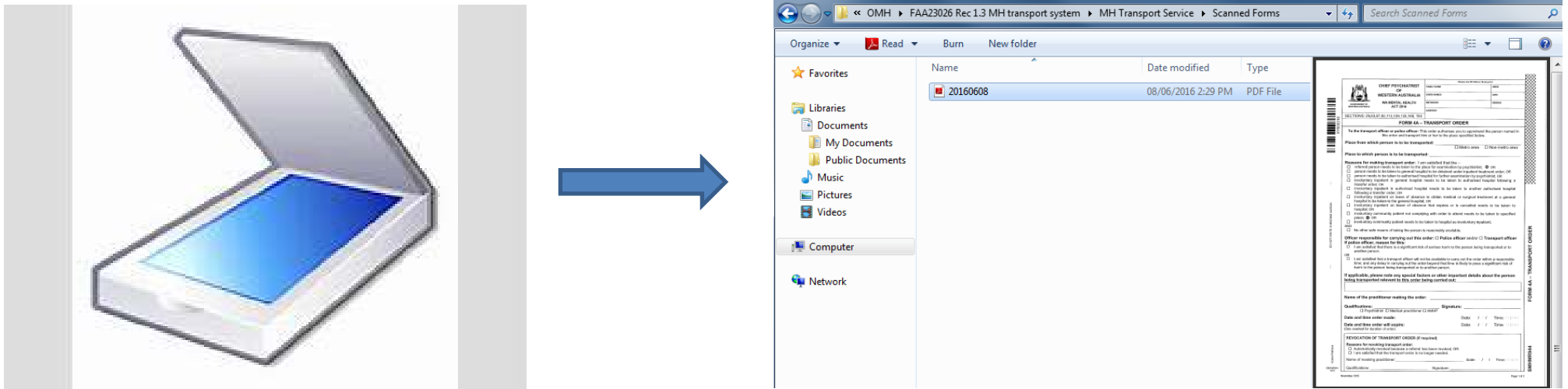
* For confidentiality and secure transfer any documents that contain patient information must be password protected before being sent via email to a third party service provider. Refer to the steps below on how to password protect a scanned document.

How to password protect a scanned a document

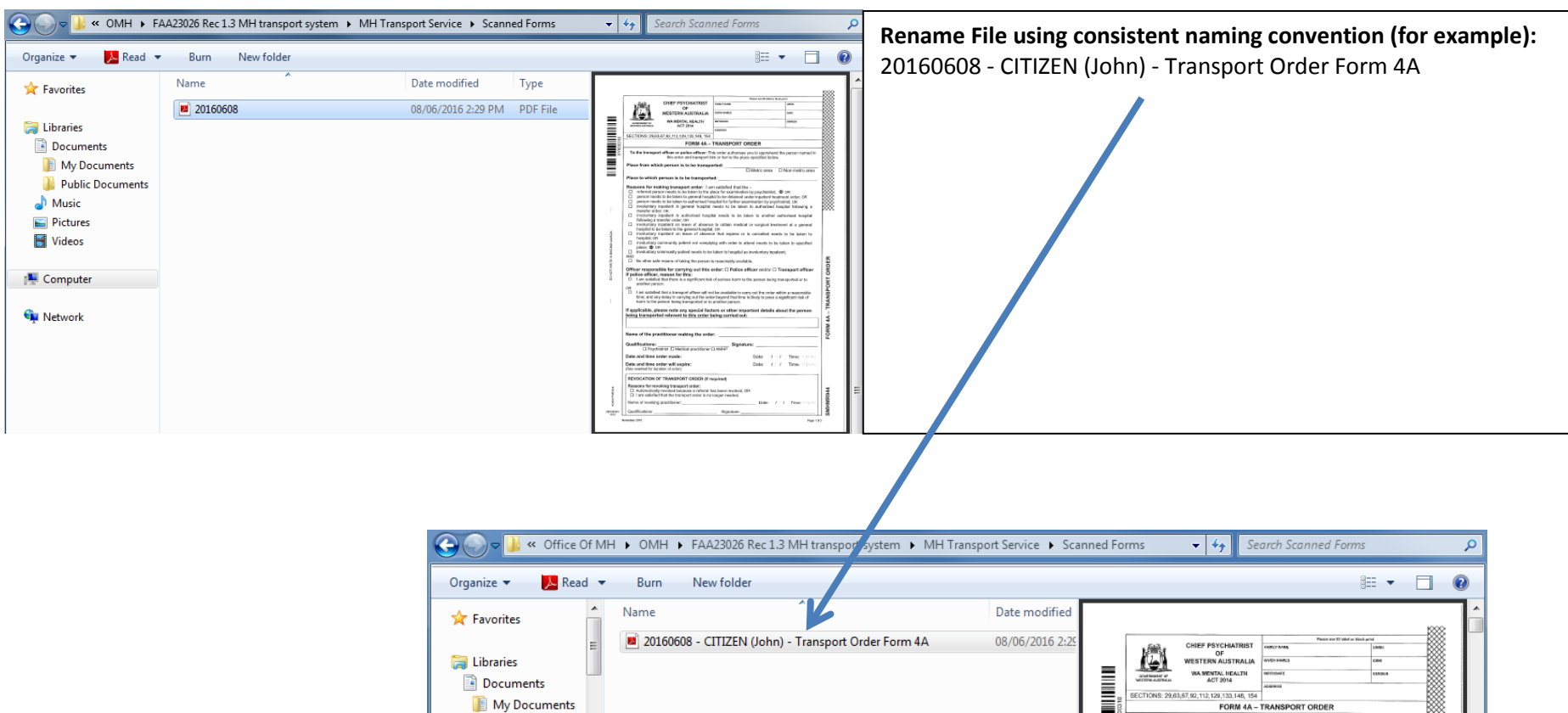
STEP 1: SCAN THE SIGNED FORM

Once completed and signed, scan the “Mental Health Act Transport Order (Form 4A)” and the “Mental Health Transport Risk Assessment Form” documents either together or separately and save them to an appropriate folder within the network drive. (Image below is for illustration purposes only)

Note: Your IT department may need to “map” your scan file to the appropriate network drive location for you.

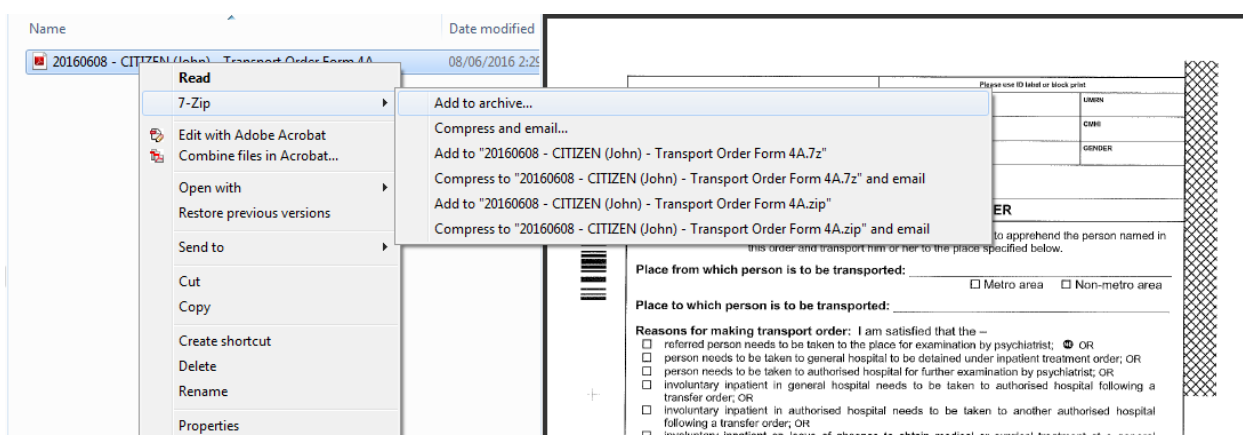


STEP 2: LOCATE AND RENAME YOUR SCANNED FILE



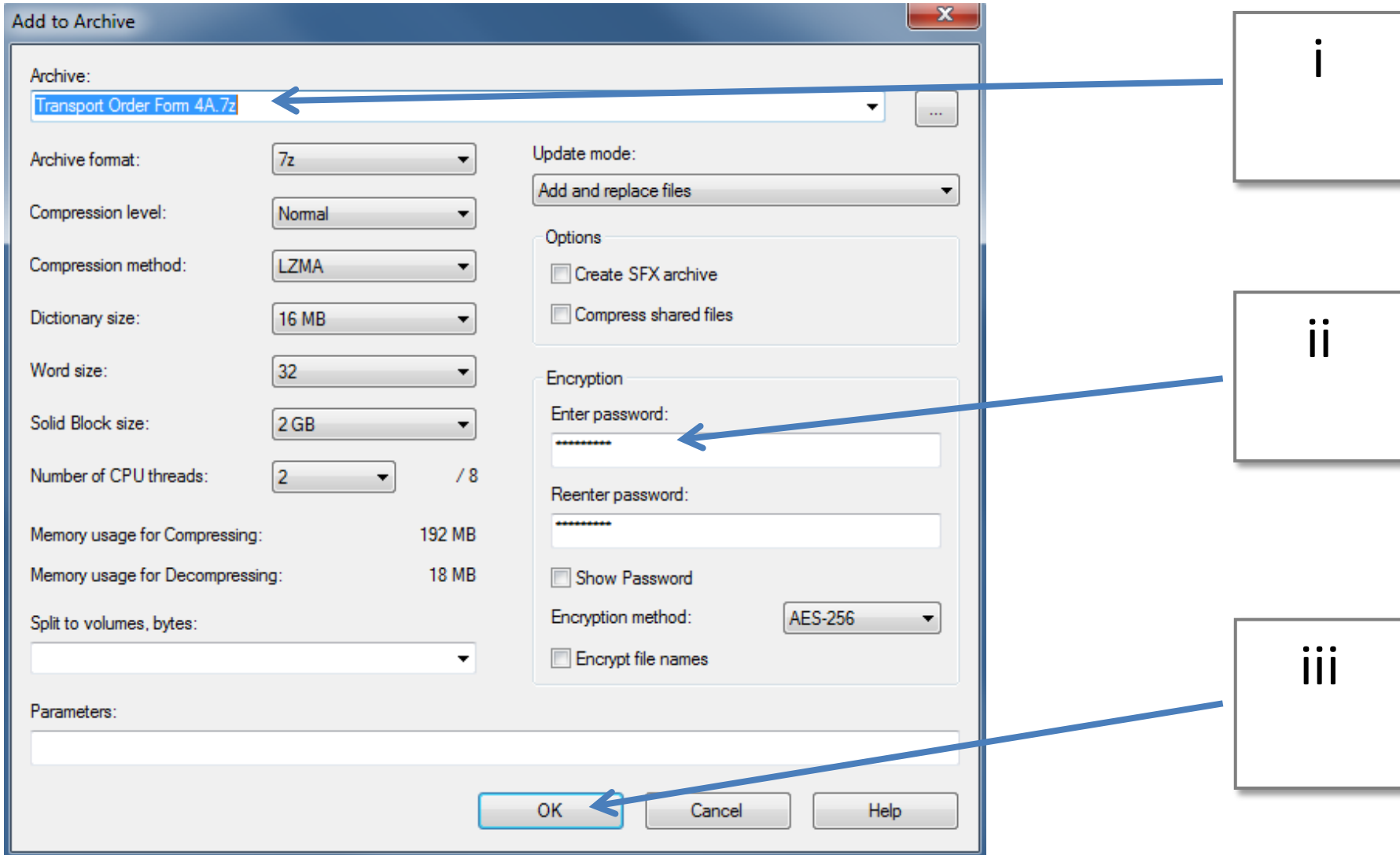
STEP 3: ZIP THE FILE

- i. RIGHT CLICK FILE
- ii. Choose “7 Zip”
- iii. Choose “Add to Archive”



STEP 4: ENCRYPT (PASSWORD PROTECT) THE FILE

- i. Rename File Name: eg. "Transport Order Form.7z"
- ii. Enter Encryption password: "transport" note: transport service providers that receive the forms via email will enter "transport" as the password.
- iii. Click "OK"



STEP 4 (continued)
YOUR ENCRYPTED FILE HAS BEEN CREATED!

Name	Date modified	Type
20160608 - CITIZEN (John) - Transport Order Form 4A	08/06/2016 2:29 PM	PDF File
Transport Order Form 4A	08/06/2016 3:14 PM	7z Archive

STEP 5: Email to Third Party Service Provider

- i. Right Click the zipped file
- ii. Click "Send to"
- iii. Select "Mail Recipient"
- iv. Email to the applicable Transport Service Provider as per the email address listed within the booking reference sheet

