



Statewide Mental Health Patient Transport Escalation Process

1. **Identify:** identify the transport service provider (e.g. if transport was requested and not undertaken)

St John Ambulance

National Patient Transport
(Metro region only)

WA Police

2. **Contact:** the on call Consultant Psychiatrist or Team Leader to phone the relevant contact number in an attempt to resolve the issue

St John Ambulance
Duty Manager
9334 1226

National Patient Transport
State Manager
0419 049 503

Police Operations
Duty Inspector
9374 4025

3. **Resolve:** if the issue is not resolved proceed to step 4

4. **Senior Mental Health**

Mental Health
Clinical Director

Mental Health
Bed Management
Medical Director
(refer to on call roster)

Executive Director
Mental Health
to liaise with transport
service to resolve issue