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# Discharge of Ngaanyatjarra Lands Patients Procedure

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Effective: 23 May 2017

## 1. Guiding Principles

Patients from the Ngaanyatjarra Lands travel to attend specialist medical appointments using funding under the Patient Assisted Travel Scheme (PATS).

Approval and scheduling of patient travel through PATS is managed by the Ngaanyatjarra Health Service (NHS) in conjunction with the WACHS Goldfields PATS office in Kalgoorlie. This includes repatriation home after evacuations/transfers for inpatient treatment.

The Ngaanyatjarra Health Service head office is in Alice Springs, Northern Territory, and operates 1.5 hours in advance of Western Australian local time.

The Ngaanyatjarra Health Service employs a full-time Patient Liaison Officer based in Kalgoorlie to facilitate Ngaanyatjarra Lands patient transportation, care, administration, hospital liaison and other services.

Travel to and from the Ngaanyatjarra Lands is generally a combination of scheduled bi-weekly air flights, bus and car travel. Ngaanyatjarra Lands patients are placed in accommodation before and after medical treatment, pending their return transport arrangements.

## 2. Procedure

### 2.1 Inpatient Discharges (not Emergency Department).

The Admissions and Discharge Coordinator is the first point of contact for hospital staff on Mobile **0427 087 147** between the hours of 7am and 3pm Monday to Friday (excluding Public Holidays and weekends). The Admissions and Discharge Coordinator or department shift coordinator are responsible for contacting the Ngaanyatjarra Lands Patient Liaison Officer.

The Ngaanyatjarra Lands Patient Liaison Officer, mobile 0427 000 536 is to confirm discharge arrangements with approval from Ngaanyatjarra Health Service Head Office. Travel and accommodation arrangements is to then be made and communicated to the Admissions and Discharge Coordinator, Hospital staff and the patient as soon as practicable.

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<sup>1</sup> Within Western Australia, the term "Aboriginal" is used in preference to Aboriginal and Torres Strait Islander, in recognition that Aboriginal people are the original inhabitants of Western Australia. No disrespect is intended to our Torres Strait Islander colleagues and community.

**2.1.1 Discharges are to be arranged to occur before 1.00pm on normal working days (excluding Public Holidays and weekends) and only after the following arrangements have been completed:**

1. The treating doctor has agreed that the patient is 'Suitable for Discharge'.
2. The Admissions and Discharge Coordinator and Ngaanyatjarra Health Service (NHS) Patient Liaison Officer have confirmed that travel and accommodation arrangements have been made and the patient is ready to leave Hospital.
3. If the Ngaanyatjarra Health Service Patient Liaison Officer is unable to transport the patient to the arranged accommodation, a taxi is to be booked and taxi voucher given for payment. To ensure direct travel to booked accommodation occurs, transport by the Ngaanyatjarra Health Service Patient Liaison Officer or taxi is to be strongly advocated to the patient.
4. The NACS Summary has been completed and faxed to Warburton Clinic via email ([warburton@nghealth.org.au](mailto:warburton@nghealth.org.au)) or fax (08-8956 7950) where information will be forwarded to the relevant NHS personnel for follow-up. In addition, the Obstetric Discharge Summary Form MR27, together with a copy of the Notification of Case Attended Form MR15, is to be forwarded for all Maternity patients.
5. Where Dose Administration Aid is required, approval has been sought from NHS Support Pharmacy (08-8981 8075, select option 3) for the provision of blister packs by Wizard Central Pharmacy on discharge. The Discharge Medication List signed and dated by the prescriber is to be forwarded to NHS Support Pharmacist via fax (08-89413196) or email ([ngaanyatjarra@ironpharmacygroup.com.au](mailto:ngaanyatjarra@ironpharmacygroup.com.au)) as well as Wizard Central Pharmacy via fax (9021 0295). A separate Hospital Prescription Form is to be forwarded to the dispensing pharmacy should Schedule 8 medicine(s) be required on discharge.
6. Where Dose Administration Aid is not required, a medication supply arrangement has been made with one of the following providers:
  - (i) Kalgoorlie Hospital Pharmacy (Monday to Friday, 0800-1600). Hospital Prescription Forms are to be forwarded to the pharmacy half an hour before the closing time for dispensing; or
  - (ii) Bega Garberringu Health Service (Bega, Monday-Friday, 0830-1630 except Thursday, 0830-1430). This option is only available if the patient is registered with Bega as an active patient or the patient is willing to present to Bega immediately post-discharge. The Discharge Medication List and/or Prescription Form(s) are to be faxed to Bega for medication supply.
7. The Nurse assigned to the patient has received and checked the medication, given them to the patient, and explained correct usage in plain language. If the medication is provided by Bega or Wizard Central, Aboriginal Liaison Officer has been informed or taxi organised to collect medication from the provider.
8. The blue PATS Specialist Certification Form or Appendix 4 form (after IHPT/Primary Evacuation) have been completed and given to the Ngaanyatjarra Health Service Patient Liaison Officer or held on the Ward for later collection.

Discharges after 1.00pm on weekdays, and on weekends or public holidays, are generally **not to occur**. Exceptions require prior arrangement with the Admissions and Discharge Coordinator and Ngaanyatjarra Health Service Patient Liaison Officer (available only during normal working hours), **and then** each of the above arrangements (2.1.1) must be addressed and confirmed.

### **2.1.2 Discharge against Medical Advice**

If a Ngaanyatjarra Lands patient chooses to discharge themselves prior to being classified 'Suitable for Discharge' then it is to be deemed to be a Discharge Against Medical Advice.

Discharge Against Medical Advice must be explained to the patient in plain language, for example, "the doctor is wanting you to stay in hospital a bit longer".

This discussion needs to happen directly and privately with the patient. The established processes for Discharge Against Medical Advice must then be followed together with completion of the MR36 Discharge at Own Risk form.

The Discharge Summary is to be written to reflect the Discharge Against Medical Advice and faxed or emailed Warburton Clinic (08-8956 7950 or warburton@nghealth.org.au).

If a Ngaanyatjarra Lands patient has been classified 'Suitable for Discharge' and chooses to then discharge themselves in lieu of the arrangements as per 2.1.1, this is to be noted in the record (with as much detail as possible as to the movement plans the patient has made) and the Ngaanyatjarra Health Service Patient Liaison Officer notified as soon as practicable.

## **2.2 Presentations to the Emergency Department via Royal Flying Doctor Service and/or pre-arranged presentation (possible direct admission).**

### **2.2.1 Presentation to the Emergency Department during normal working hours:**

The Ngaanyatjarra Health Service Patient Liaison Officer is the first point of contact for hospital staff on mobile 0427 000 536 between the hours of 8:30am and 5:00pm Monday to Friday (excluding Public Holidays and weekends). The Ngaanyatjarra Health Service Patient Liaison Officer arranges approval for travel and accommodation with the Ngaanyatjarra Health Service Head Office and then communicates those arrangements to Hospital staff and the patient. The following arrangements need to be completed prior to the patient leaving the Emergency Department:

1. The treating doctor has agreed that the patient is 'Suitable for Discharge' from the Emergency Department.

2. The Ngaanyatjarra Health Service Patient Liaison Officer has been contacted and has confirmed that travel and accommodation arrangements have been made and the patient is ready to leave Hospital.
3. If the Ngaanyatjarra Health Service Patient Liaison Officer is unable to transport the patient to the arranged accommodation, a taxi is to be booked and taxi voucher given for payment. To ensure direct travel to booked accommodation occurs, transport by the Ngaanyatjarra Health Service Patient Liaison Officer or taxi is to be strongly advocated to the patient.
4. The following forms are to be fully completed and faxed or emailed to the Warburton Clinic (08-8956 7950, warburton@nghealth.org.au):
  - a. The NACS Summary; and
  - b. The Nursing Discharge Summary form KRH29 (if appropriate).The information is to then be forwarded to the relevant Ngaanyatjarra Health Service Clinic.
5. Medication prescriptions have been handed to the patient or Ngaanyatjarra Health Service Patient Liaison Officer and correct usage explained in plain language.
6. The blue PATS Specialist Certification Form or Appendix 4 form (after IHPT/Primary Evacuation) has been completed and given to the Ngaanyatjarra Health Service Patient Liaison Officer (or placed in the Ngaanyatjarra Lands pigeon hole in the Emergency Department if the Ngaanyatjarra Health Service Patient Liaison Officer is not collecting the patient).

### **2.2.2 Presenting to the Emergency Department and/or with treatment completed outside of normal working hours, and on weekends and public holidays:**

The Ngaanyatjarra Health Service Patient Liaison Officer is not contactable outside normal working hours.

Once the treating doctor has agreed that the patient is 'Suitable for Discharge', the following arrangements are to be made:

1. All the medication prescriptions have been endorsed with abbreviation "CTG" (closing the gap) by the prescriber.
2. The CTG-endorsed prescriptions have been handed to the patient together with details of where to get the scripts filled and correct usage explained in plain language.
3. The following forms are to be fully completed and faxed or emailed to the Warburton Clinic (08-8953 4581, warburton@nghealth.org.au):
  - a. The NACS Summary and
  - b. The CTG-endorsed prescriptions and
  - c. The Nursing Discharge Summary form KRH29 (if appropriate).

The information is to then be forwarded to the relevant Ngaanyatjarra Health Service Clinic.

4. The blue PATS Specialist Certification Form or Appendix 4 form (after IHPT/Primary Evacuation) has been completed and placed in the Ngaanyatjarra Health Service pigeon hole in the Emergency Department (copy to be given to patient).

The patient **is to remain at the hospital** until accommodation arrangements have been confirmed or arranged.

5. Contact the Hospital Coordinator on mobile 0427 087 147 to organise temporary accommodation. If the patient chooses to leave before arrangements can be made, it is to be considered a Discharge Against Medical Advice and established procedures for Discharge Against Medical Advice are to be followed.
6. Accommodation at Trilby Cooper is the preferred option (meals provided).
7. The Hospital Coordinator is to telephone the Trilby Cooper Hostel on 9021 5549 and arrange accommodation, complete purchase order stating Ngaanyatjarra Lands patient, the patient's name (and escort if appropriate), dates needed for accommodation (until next normal working day) and then fax to Trilby Cooper on 9021 2007.

**Contact hours for Trilby Cooper are only between 8am to 6pm daily (including weekends and public holidays).**

**Patients are not to be sent over to Trilby Cooper after 6pm daily unless confirmed with Trilby Cooper prior to 6pm.**

8. A taxi is to be booked and a completed taxi voucher given to transport the patient to their accommodation.

If the above requirements are unable to be completed, **the patient is to remain an inpatient** and procedures under point 2.1.1 can be followed.

- **Discharge Against Medical Advice**

If a Ngaanyatjarra Lands patient chooses to discharge themselves prior to being classified 'Suitable for Discharge' then it is to be deemed to be a Discharge Against Medical Advice.

Discharge Against Medical Advice must be explained to the patient in plain language, for example, "the doctor is wanting you to stay in hospital a bit longer". This discussion needs to happen directly and privately with the patient. The established processes for Discharge Against Medical Advice must then be followed together with completion of the MR36 Discharge at Own Risk form.

The NACS Summary is to be written to reflect the Discharge Against Medical Advice and faxed or emailed to the Warburton Clinic (08-8956 7950, warburton@nghealth.org.au).

If a Ngaanyatjarra Lands patient has been classified 'Suitable for Discharge' and chooses to then discharge themselves in lieu of the arrangements as per 2.1.1, this is to be noted in the record (with as much detail as possible as to the movement plans the patient has made) and the Ngaanyatjarra Health Service Patient Liaison Officer notified as soon as practicable.

### 3. Definitions

<b>Ngaanyatjarra Lands patient</b>	Persons from communities within Western Australia serviced by the Ngaanyatjarra Health Service. The Ngaanyatjarra Lands consist of 12 communities namely: Cosmo Newberry, Kanpa, Tjirrkarli, Warburton, Jameson, Blackstone, Wingellina, Patjarr, Wanarn, Warakurna, Tjukurla and Kiwirrkurra.
<b>'Suitable for Discharge'</b>	The patient no longer requires acute medical care and is able to leave the hospital once all the above arrangements have been made and confirmed.
<b>Hospital</b>	Refers to the Kalgoorlie Health Campus
<b>PATS</b>	Patient Assisted Travel Scheme. PATS for Ngaanyatjarra Lands patients are administered at the Kalgoorlie Hospital PATS Office.

## 4. Roles and Responsibilities

- Doctor to advise nursing staff that patient is 'Suitable for Discharge'.
- Nursing staff to advise Admissions and Discharge Coordinator of patient's pending discharge.
- The Admissions and Discharge Coordinator or department shift coordinator, contact the Ngaanyatjarra Health Service Patient Liaison Officer regarding patient's discharge arrangements.
- The Admissions and Discharge Coordinator is to liaise with Ward staff and the Ngaanyatjarra Health Service Patient Liaison Officer, and vice versa.
- The Shift Coordinator is to ensure patient care continues until actual discharge.
- Ward Staff to make necessary arrangements as directed and ensure relevant paperwork has been completed, signed and placed on the patient's medical record file.
- Doctor or clinical pharmacist to send Discharge Medication List and/or prescriptions to an appropriate pharmacy service to fill medications during normal working hours. Original scripts are to be forwarded to the dispensing pharmacy.
- Nursing staff or clinical pharmacist to check medications and explain usage to the patient in plain language prior to discharge.
- Scripts to be written in advance where possible to allow for medicine preparation.
- Stuart Park Pharmacy or Bega to authorise initiation of Webster pack service.
- Specified pharmacy provider must indicate appropriate collection time where applicable.

## 5. Compliance

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Employment Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (HSA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

## 6. Evaluation

Monitoring of compliance with this document is to be carried out by the Admissions and Discharge Coordinator, by undertaking a monthly discharge planning audit which is available on the WACHS Goldfields Audit page.

- This guideline is to be re-evaluated by the Operations Manager, Coordinator of Nursing and Admissions and Discharge Coordinator after a period of six (6) months from commencement, or earlier if requested by the Ngaanyatjarra Health Service or WACHS staff involved.
- It is the intention that this site procedure be an enduring document.

## 7. References

- Department of Health Operational Directive [OD 0540/14](#) Admission Readmission Discharge and Transfer Policy for WA Health Services (2014)
- [Patient Discharge, Escort, Transfer and Transportation Clinical Practice Standard](#)

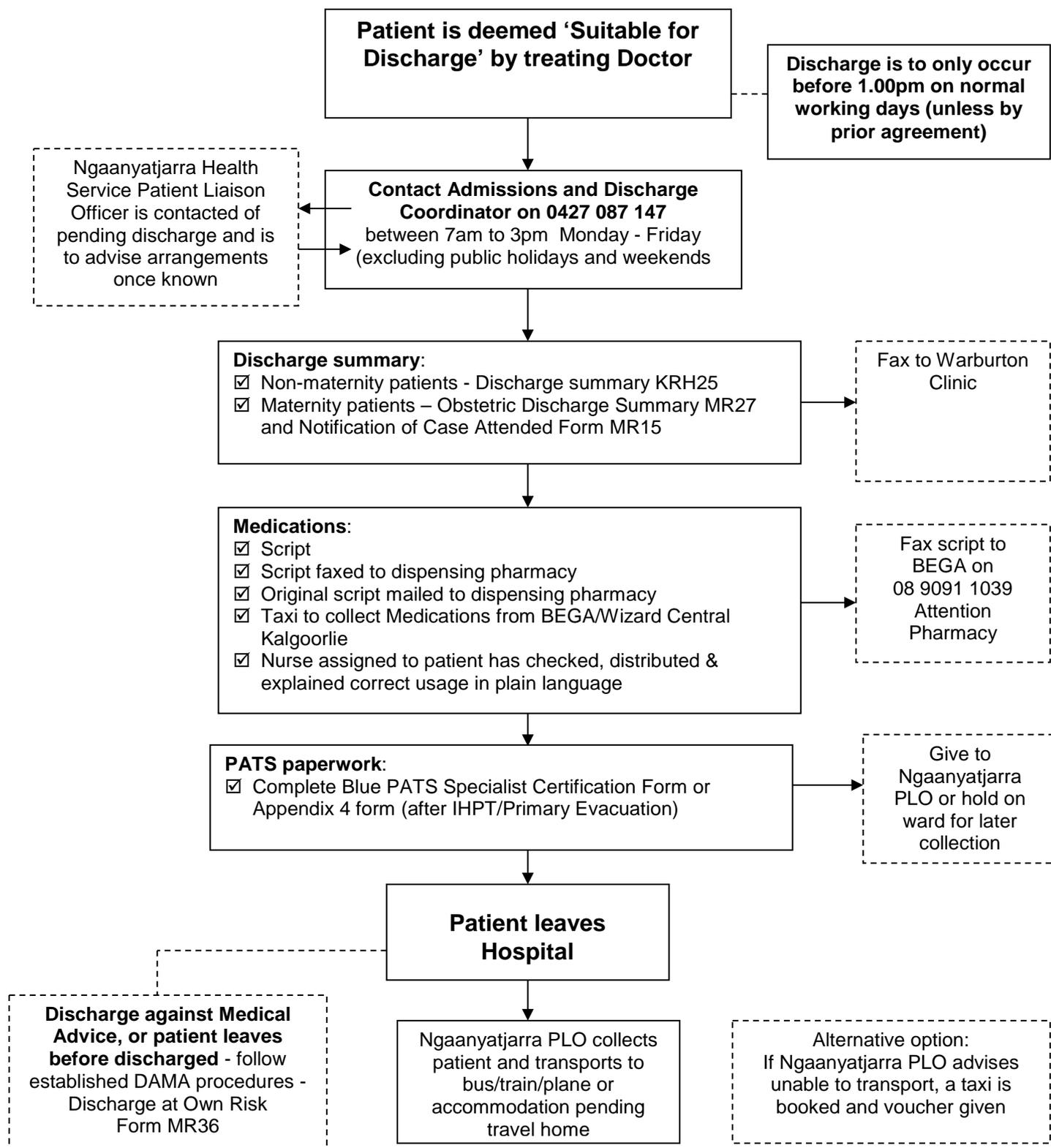
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**Attachment A**

**INPATIENT DISCHARGE OF NGAANTYATJARRA LANDS PATIENTS FLOW CHART  
(not Emergency Department)**



Attachment B

**EMERGENCY DEPT PRESENTATION AND DISCHARGE  
OF NGAANTYATJARRA LANDS PATIENTS FLOW CHART  
(not Inpatients)**

