



Patient Assisted Travel Scheme (PATS)

Rights and Responsibilities

PATS recipients have the right to;

- Receive a high standard of care which respects your belief system regardless of race, age, gender, sexual preference, religion, politics or social status.
- Have information about you, your health and personal details kept secure and confidential as per the WA Country Health Service (WACHS) Patient Confidentiality policy.
- Be provided with information that is up to date, accurate and in a language you understand.
- Be provided with your travel itinerary where PATS has pre-booked your travel.
- Request a review or exceptional ruling through your local PATS Office as per current PATS policy and process if your application is declined.
- Submit feedback about PATS online via Care Opinion, via your local PATS Office, or via the WACHS feedback form. Seek complaint resolution about PATS through external agencies, The Health and Disability Services Complaints Office, The Health Consumers' Council (WA) or the Ombudsman of Western Australia.

PATS recipients have the responsibility to;

- Treat all PATS staff with respect, dignity and consideration.
- Adhere to the PATS policy and eligibility criteria and provide true and accurate information on all claims.
- Ensure that the requested expenditure will be or was incurred by you for the reasons outlined on the claims and applications.
- Lodge separate claims for each appointment within 12 months of the specialist appointment that includes all required and requested information, certification proof documentation, receipts and tax invoices.
- Be responsible for all costs that are not eligible for PATS subsidies and any gaps between the subsidy and actual cost.
- Provide evidence of appointment when applying for PATS Assistance in Advance and notify PATS of any changes to the appointment dates and/or times for all Assistance in Advance applications.
- To advise PATS within 48 hours of any changes to your travel plans for all PATS pre-booked travel and accommodation. If pre-booked travel is missed or not used accept liability for any fees or debts associated with these bookings.
- Accept liability for any fees or debts incurred to damaged or stolen property for PATS booked accommodation and travel.
- Provide proof of attendance documentation to PATS following receipt of assistance in advance within a timely manner. If proof of attendance is not provided acknowledge that further assistance in advance applications may be declined until proof submitted.
- Notify your local PATS office of a changes to personal details including residential address, contact details, EFT bank details if different from your last claim.

