Quick Reference Guide

Creating an Overseas Patient Profile

There may be instances where a patient residing overseas requires non-emergency patient transport within Queensland for one reason or another. In these situations it's vital the patient's NEPT profile is created correctly and their pick and drop off address are entered correctly.

Overseas Address

1. Commence typing the patients residential address into the 'Address' section. Choose the correct address from the populated drop down options.

2. Below the 'Please review and correct any errors with this address in the fields below' banner, change the 'New patient state' from '-- None --' to 'QLD'.

3. Review the remaining address details, and check they are correct.

4. Tick the box once confirmed the patient's address fields are populated correctly.

5. Complete the remainder of the New Request for transport.

Note: QAS will not accept a request with an overseas address in the 'From' and 'To' location fields. Choose the 'Other *(Different address to usual place of residence - e.g. one time pickup address)*' option and enter the Qld address manually.