



Queensland Ambulance Service

Non-Emergency Patient Transport Request System

QAS NEPT Primary Health Network



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What is NEPT?

The Non-Emergency Patient Transport (NEPT) Request System is an online platform implemented by the QAS to improve the process for Queensland Health (QHealth) and private medical facilities to request non-emergency patient transport services for eligible patients.

QAS NEPT will replace manual paper-based documents, emailing, faxing and calling 13 12 33 and will aid in reducing time lost by health care providers, when requesting non-emergency patient transport services delivered by the QAS.

The QAS NEPT solution has been developed on a ServiceNow platform and will be available via a web based application.

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Benefits of NEPT

- Eliminate inefficient faxing, emailing and scanning manual paperwork
- Reduced phone calls and time spent waiting on hold
- Ability to view patient bookings from other facilities
- Visibility of current trip status *i.e. pending to confirmed*
- QAS confirmation number provided on all confirmed bookings
- Ability to modify, cancel and make a patient ready for return without needing to call QAS
- Reporting capability.

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Limitations of NEPT

Not utilised for:

- Emergency requests for ambulance assistance (Categories 1 and 2)
- Urgent requests for transport (Categories 3 and 4)
- Retrieval Services Queensland (RSQ) transports; and
- Interstate patients and transports.

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Reporting

Between 03/02/2025 to 21/09/2025, 6,918 requests for non-emergency patient transport have been made across the Gold Coast health boundary area.

- 5,635 from Hospitals (both public and private)
- 1,076 Residential Aged Care Homes (RACH)
- 207 Medical Practices

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Accessing NEPT

- The application is available via a secure URL:
<https://qasnept.service-now.com/>

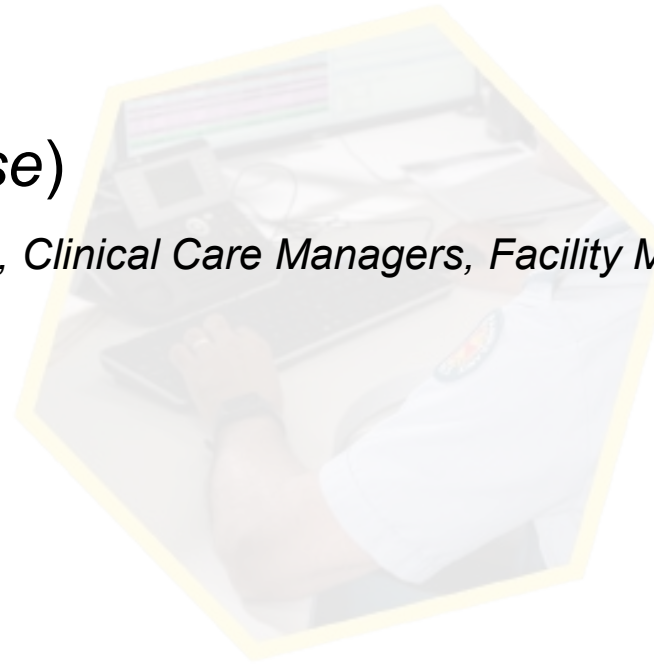


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User Access



- There are three (3) user levels:
 - Facility User
 - Facility Validator (*Hospitals only use*)
 - Facility Administrator (*Practice Managers, Clinical Care Managers, Facility Managers etc.*)



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Joining NEPT

Facilities can register by filling in the [NEPT Facility Access Request Form](#).

- Access to the link is available via the Queensland Ambulance Service Website.
- If you register now, your registration will be placed on hold until the scheduled transition date.
- More information will be distributed via the Primary Care Queensland network closer to the onboarding date.

Clinical information for health professionals



[Patient transport service](#)



How to book

We're rolling out an online booking system—Non-Emergency Patient Transport (NEPT). [Check if NEPT is available in your area.](#)

NEPT rollout

The NEPT system is now available in the Far North and Northern regions. Find your local area using our [map of QAS regions \[PDF 247.77 KB\]](#).

You can register by filling in our [NEPT Facility Access Request Form](#) and we'll email your user ID and password, with a link to online training.

System Generated Notifications

- Email and/or SMS confirmation for patients 72 hours before their appointment.
- Password reset automatic generation.
- In built email notification for Private Facility doctors when they have authorised ambulance transport.



Please find details below of the forthcoming Non-Emergency Transport request.

If you have any questions regarding this request, please contact the medical facility/nursing home who organised the transport: QH ATHERTON HOSPITAL / PHYSIO or the QAS Patient Transport Service on 13 12 33.

If you need to cancel or modify this service within 2 hours of the scheduled pick-up time, please contact the QAS Patient Transport Service on 13 12 33 or follow existing processes for non-emergency ambulance requests.

Please be aware:

- (i) Your personal information is being provided to the QAS for the purpose of arranging transport;
- (ii) The QAS is likely to disclose your personal information to the facility to which you are transported;
- (iii) You are able to gain access to your personal information by requesting it from the QAS

Further information about how the QAS handles personal information and QAS contact details are available on the QAS website - www.ambulance.qld.gov.au/transport.html

NEPT Trip Summary	
TRIP0040483	
Requesting facility/nursing home: QH ATHERTON HOSPITAL	
Requesting ward: PHYSIO	
Referring Clinician	
Referring clinician name: CHIEF WIGGUM	
Trip: 04/10/2021 06:00	
Appointment time:	04/10/2021 08:00
Patient ready by time:	04/10/2021 06:00
Patient mobility:	Can be transported in a seated position
QAS Confirmation code:	00003542
To facility/nursing home:	QH ATHERTON HOSPITAL
To ward:	PHYSIO
Address from:	Residence
Address to:	56 JACK ST, ATHERTON, TABLELANDS, QLD, 4883
Non-Clinical Escorts	
None	



This is a no-reply email service.

Your Queensland Ambulance Service Non-Emergency Transport is forthcoming. Be ready for collection from 08:00:00 AM on the 29/04/2024; earlier if rural/remote. QAS can take up to 2 hours to collect you for your scheduled appointment. Ref: 00252464

For further information incl. privacy: www.ambulance.qld.gov.au/transport.html

To cancel or change, contact your referring clinician. Please do not reply.

Referring Clinicians

- A doctor's provider or registration number and email address will now be a mandatory requirement.

☐ Referring clinician

☒ New Referring clinician

* First Name

* Last Name

Contact number

* Email

* Provider / Registration No

Training and Support



Online training package



Quick reference guides and videos



Training manuals

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NEPT training

Online training, user manual and support for the NEPT booking system.

Health professionals

- [CPM: Clinical Practice Manual](#)
- [Research and data requests](#)
- [Patient management and resuscitation plans](#)
- [Non-Emergency Patient Transport \(NEPT\) booking system](#)

NEPT training

- [How to use the search options](#)
- [Create a new user NEPT profile \(Private medical facilities only\)](#)
- [Update a new user NEPT profile \(Queensland Health only\)](#)

On this page

- [Online training](#)
- [NEPT facility user manual](#)
- [System enhancements and latest releases](#)
- [NEPT quick reference guides](#)
- [Training videos](#)
- [More information](#)
- [Feedback and questions](#)

Online training

Learn how to use the NEPT booking system by doing our 90 minute online training.

[Launch the training](#)

NEPT facility user manual

Commencement Date & Communication Strategy

Facilities were requested to register and transition to the new QAS NEPT Request System from 1 September 2025.

If you'd like to arrange an online/face to face training session you can complete the online form in the

Commencing 1 January 2026, the QAS will commence advising all facilities to use QAS NEPT in lieu of manual processes and phone calls.

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Questions

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