



NEPT Referring Clinician

The Queensland Ambulance Service (QAS) Non-Emergency Patient Transport (NEPT) Request System aims to streamline and modernise the process for Queensland Health and private medical facilities to request non-emergency patient transport services.

It replaces traditional methods like paper-based forms, emails, faxes, and phone calls to the QAS Operations Centres. By automating the request process, NEPT reduces the time healthcare providers spend on administrative tasks, such as making transport arrangements.

To ensure that the QAS is transporting [eligible](#) patients, the QAS is aligning its NEPT request process with the [Ambulance Service Regulation 2015](#).

If a person in need of ambulance transport has been seen by a doctor, the person may be taken to a place nominated by the doctor.

(3) Ambulance transport of a person from a hospital or doctor's surgery to another place of medical care or a private residence may be provided only on the written request of a doctor.

(4) A doctor must not make a nomination under subsection (2), or a request under subsection (3), unless the doctor is satisfied the person can not safely, or reasonably, travel by an alternative form of transport.

As part of these changes, the email address and provider or registration number of the authorising doctor will now be mandatory when submitting a NEPT request.

☐ Referring clinician

☒ New Referring clinician

* First Name

* Last Name

Contact number

* Email

* Provider / Registration No

Additionally, the authorising doctor will receive an automatic email notification each time their name and provider/registration number is used to authorise non-emergency ambulance transport. This email will include the name of the requesting facility and a contact person, allowing the doctor to follow up with any queries regarding the transport request.

These changes aim to improve transparency and accountability in the NEPT process.