



# Procedures to apply for assistance – IPTS flowchart

## Referring medical specialist:

- Completes all sections of the IPTS online application form
- Informs the patient about the Scheme
- Considers if patient escort is required – if applicable justification required
- Informs the patient to provide a copy of their Health Care or Pension Card (if applicable)
- Provide detailed rationale as to why the WA-based service can not provide this service
- Ensure 'Attachment Checklist' is completed and all attachments are included with the completed application form
- Submits the completed form with required attachments to the IPTS Project Officer.



## The patient (or patient's guardian) at the earliest opportunity:

- Provides all the necessary information as instructed by the referring medical specialist and submits it, together with a copy of a Health Care or Pension Card (if applicable) to the referring medical specialist.



## The IPTS Project Officer:

- Ensures that the information required is complete and, as far as possible, that the request meets the requirements of the IPTS Policy
- Forwards the IPTS application form to the appropriate medical authoriser.



## The Medical Authoriser:

- Evaluates the details of requested service and reviews the rationale as to why the WA-based service can not provide the requested service
- If appropriate approves the IPTS claim as described on the IPTS application form
- Returns the form to the IPTS Project Officer.



## The IPTS Project Officer:

- If the application form is incomplete the IPTS Project Officer returns the form to the referring medical specialist to resubmit. IPTS Project Officer to contact referring medical specialist via phone or email.
- Informs the patient/guardian/carer and medical specialist as to the approval for assistance (or otherwise).



## Interstate travel:

- The IPTS Project Officer provides the patient with the necessary information, including travel and accommodation reimbursement claim form, for the patient (and any escort) to arrange travel and accommodation
- Patient arranges own transport (to and from airport only) and air travel at economy rates ('Best fare of the day')
- Patient to book standard room rates from the accommodation booking website provided by the IPTS Project Officer
- All original transport tickets, proof of payment for e-tickets, itinerary with cost breakdown for flights, accommodation invoices and receipts, signed private accommodation confirmation forms etc required for claim form upon return.



## The patient (or patient's guardian/carer):

- On return from travel, submits the 'travel and accommodation reimbursement claim form (within six weeks), together with relevant receipts, to the IPTS Project Officer for reimbursement.