



Attn: Medical Practitioners / LHDs / PHNs

NSW Ambulance Authorised Care Plan (ACP) as of 30 March 2020

NSW Ambulance has undertaken a review of the Authorised Care Plan (ACP) Program.

As a result of this review, some changes are required to achieve timely, accurate processing to ensure patients safety and best practice outcomes.

Currently NSW Ambulance receive many ACP requests where the information is incomplete, missing or illegible.

When completing an ACP request please ensure:

- You are using the most current version of the ACP;
- Every page has the patient identifier, name and date of birth, as per NSW Health policy;
- If handwritten, it is legible;
- Every section is completed (do not send attachments);
- The ACP is a medical order therefore **MUST** be signed by a medical practitioner and provider number supplied;
- The completed ACP should be forwarded to NSW Ambulance by the author or their practice or team, not by patients or family members;
- Due to patient safety concerns, NSW Ambulance will not endorse plans that have **fantanyl** prescribed.

Failure to meet this criteria will result in the plan being returned to the author for completion. If no further communication is received within 14 days, the plan will not be processed.

When sending the ACP request by email:

- Email to AMBULANCE-clinicalprotocolp1@health.nsw.gov.au;
- Please ensure the patients name is in the subject line after the word CONFIDENTIAL;
- Do not send the instruction page (page 1);
- Ensure there is a contact name and return email address and phone number (note: scanning and sending from a printer does not allow return emails);
- The plan should be scanned; **NO** photographs of plans will be processed;
- Email OR fax, not both.

When sending by fax:

- Fax to (02) 9320 7380;
- Include fax cover page with patients name and your contact details;
- Do not send the instruction page (page 1);
- Fax OR email, not both.

The ACP request forms, in line with changing patient and legal requirements, have been updated to reflect these changes. As of 30 March 2020, all previous versions of ACPs will not be accepted and therefore will be returned to the author.

The current version of all NSW Ambulance ACPs can be found at www.ambulance.nsw.gov.au/our-services.

In the future, NSW Ambulance will explore the opportunity to include an interactive PDF format on our website; this is currently a work in progress.

Your understanding and support with these changes is greatly appreciated.

Yours Sincerely

Carolyn Donnelly
Coordinator, Authorised Care Plans