

# The patient's guide to the PTSS journey



**STEP 1**

## Referral

- » The patient and clinician need to fill out the **PTSS Patient Registration Form (Form A)** and the **PTSS Travel Referral Form (Form B)** to apply for travel, accommodation and patient escort subsidies.



**STEP 2**

## Assessment

**APPROVED**

These documents can be submitted:

- » Online at [www.health.qld.gov.au/ptss](http://www.health.qld.gov.au/ptss) or
- » To any Queensland public hospital or public health facility in person or via email, fax or post.
- » The patient's application is assessed against the PTSS Policy to decide eligibility or alternatives to travel.
- » The patient is notified of the outcome of their PTSS application.



**STEP 4**

## Attendance

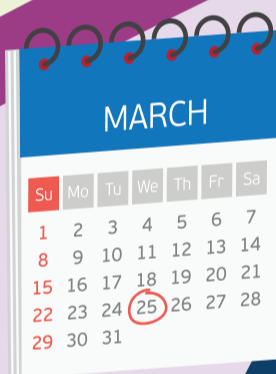
- » The **PTSS Appointment Attendance Form (Form C)** needs to be filled out and signed by the specialist, or a representative, to confirm the patient's attendance at the appointment.



**STEP 3**

## Booking

- » Once the patient has their appointment date they should contact their local hospital or health facility about travel bookings.
- » **Note:** Patients booking their own travel or accommodation need to keep their tax invoices to claim their subsidy.



**STEP 5**

## Subsidy payment

- » To claim their approved subsidy payment, the patient needs to submit their signed **PTSS Appointment Attendance Form (Form C)**, along with any tax invoices from travel and accommodation bookings.

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For more information on PTSS, including details on the process and contact details for Queensland Health facilities please visit [www.health.qld.gov.au/ptss](http://www.health.qld.gov.au/ptss) or call 13 HEALTH (13 43 25 84)\*.

\*If this number does not connect from your location please call 13 43 25 instead.

- » Subsidy payment should be received within 30 business days of submitting all necessary and completed paperwork.



**Queensland Government**

# Did you need to travel more than 50km to your specialist appointment?



If you are a permanent Queensland resident, and have been referred to a specialist medical service that is not available locally, you may be eligible for financial assistance as part of the Patient Travel Subsidy Scheme (PTSS).

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# Are you travelling for a medical appointment?



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