



# Patient Travel Subsidy Scheme (PTSS)

Your patient may be eligible for a travel subsidy, which covers a portion of their travel and accommodation expenses, if you are referring them to a specialist service that is not available locally and is more than 50 kilometers from their local public hospital or public health service.

## Step 1: Referral

When referring, check if your patient is eligible for a travel subsidy using the **Eligibility Checking tool online** or ask these questions:

- Are you a permanent Queensland resident?
- Do you have a Medicare card?
- Have you been referred for a specialist medical service that is not available locally?
- Is the referral for a specialist located more than 50km from the patient's closest public health facility?
- Is the referral for an eligible PTSS specialist medical service?

If your patient answers yes to all of these questions, they may be eligible for a travel subsidy.

To register, your patient must complete 3 forms:

- Form A: Patient Registration
- Patient Vendor Banking Details Form
- Form B: Travel Referral – as the referring clinician, you will need to complete this form and return to the patient

Your patient then submits these forms for assessment:

- Online (Form A only)
- To any Queensland public hospital or public health service in person via email, fax or post

## Step 2: Assessment

The application will be assessed against the PTSS Guideline to determine their eligibility or alternatives to travel based on the documents submitted. Your patient will be notified of the outcome of the PTSS application.

## Step 3: Booking

After your patient has received confirmation of approval via email, they can book their travel and accommodation.

- If your patient needs support they can contact their local public hospital or public health service for help booking their travel or for accommodation assistance.
- If your patient chooses to book their own travel or accommodation, remind them to keep all their tax invoices.

## Step 4: Attendance

When your patient attends their specialist medical appointment, the treating specialist or a representative from the treating Hospital and Health Service (HHS) will need to complete **Form C: Appointment attendance** and return it to the patient.

If the patient is staying with family or friends, they will need to complete and sign **Form D: Accommodation confirmation**.

The patient must keep this form to submit a claim later.

## Step 5: Making a claim

Patients can make a claim by gathering the following documents and submitting them to any public hospital or public health service via email, fax or post:

- Form C: Appointment attendance
- All tax invoices for travel and accommodation bookings
- Form D: Accommodation confirmation if they stayed with family or friends

## Subsidy payment:

After your patient submits all the correctly completed paperwork, the PTSS team will process the subsidy payment within 30 business days.

## For more information visit:

[www.health.qld.gov.au/ptss](http://www.health.qld.gov.au/ptss) or call 13 HEALTH (13 43 25 84)  
Contact your local travel office at your local hospital or health facility.  
Open your smart phone's camera and point it at the QR code.



Queensland  
Government