



POAC funding awaiting ambulance transfer to hospital

Background

Historically it has not been part of POAC's remit to fund stabilisation and acute observation requirements whilst awaiting St John ambulance transfer for unavoidable admissions i.e. admissions where, from the initial community assessment, it is clear that hospital evaluation is required.

In the current environment, delays in ambulance services continue to increase. This is particularly concerning with winter pressures, and places additional resource issues on primary care facilities.

Healthcare providers can call 0800 262 665 which is a dedicated St John phone line to clinically discuss and prioritise response. For more information see [here](#)

What's changed?

The DHB funders have agreed to extend POAC funding to patients who are in a Primary Care or Urgent Care clinic where an alternative funding option is not available (e.g. ACC) and:

- a delay of over 30 minutes occurs in the arrival of an ambulance to transfer acutely to hospital; **PLUS**
- active monitoring is required **PLUS**
- supporting documentation as below accompanies the claim

Supporting documentation

POAC will accept claims where the wait for an ambulance **has exceeded 30 minutes and continued active monitoring is required**. Payment is made for time beyond 30 minutes. Use the "ambulance delay-active monitoring service code", which is paid at \$1 per minute. In addition to this, POAC will fund additional stabilisation cares, including repeat ECG, IV lines, and other activities required whilst awaiting transfer.

Clinical documentation, including time stamps, is required demonstrating active monitoring beyond 30 minutes whilst awaiting ambulance arrival. All referrals will be assessed in the usual manner and additional information may be required on a case by case basis

Policy review date: March 2023
Next review date: March 2025