

In response to the current demand on services regarding COVID 19, NSW Ambulance, Models of Care Unit will be changing the processing, endorsement and return of the NSW Ambulance Authorised Care Plans.

From Thursday 26<sup>th</sup> March 2020 until further notice:

Please submit plans for processing and endorsement via the email address [AMBULANCE-Authorisedcareplans@health.nsw.gov.au](mailto:AMBULANCE-Authorisedcareplans@health.nsw.gov.au). There may be times when the fax machine isn't being manned and this will result in delays to the collection, processing endorsement and return of NSW Ambulance Authorised Care Plans.

Due to the demands of social distancing we are required to work remotely and limit the time we can be in the office, as such we are unable to return plans via routine mail services. Please ensure that there is a legible return email address on all plans. The understanding is that the recipient of this email which contains the endorsed plan, (patient, family member, palliative care provider) will ensure that the patient has either an electronic version of the endorsed plan or a printed/hard copy of the endorsed care plan.

Incomplete or illegible plans will result in delays to the endorsement process.

The link for the current version is <https://www.ambulance.nsw.gov.au/our-services/authorised-care-plans>.

Thank you for your understanding as we work through and develop this new process.

Please don't hesitate to contact us if we can be of any assistance in regards to this urgent change in processing.

Kind Regards

Carolyn Donnelly

Coordinator Authorised Care Plan Program

NSW Ambulance