

Effective from: February 2019

Review due by: November 2021

004308: Parking– Patient and Primary Carer Parking Concessions

Background

The Queensland Health Service Directive (QH HSD-042:2014) and Standard (HSDSTD-042-2:2017) for Hospital Car Parking, outlines the objectives and requirements for the provision of car parking concessions for eligible patients and/or their primary carers to improve access to, and affordability of, car parking across Queensland Health hospital facilities.

Purpose and intent

This procedure outlines the eligibility criteria and process for patients and their carers to access car parking concessions at the Royal Brisbane and Women's Hospital (RBWH) Herston campus with the aim of ensuring equity and transparency in the provision of this process.

Scope and target audience

This document applies to all RBWH staff (permanent, temporary and casual), staff working within RBWH managed sites and Australian Defence Force (ADF) personnel on placement within RBWH who are involved with the care and management of patients.

Principles

- Car parking concessions are available to assist eligible patients and their primary carers in meeting car parking fees incurred when the eligible patient is accessing clinical services at the RBWH, with a total of 16,000 concession carparks available per year.
- Car parking concessions take into account the cost of onsite commercial car parking options available at the RBWH Herston campus and apply 50% discount to the commercial parking rate per exit, or as determined through the special circumstances application process.
- The RBWH will communicate information regarding car parking concessions to patients, their primary carers, and RBWH staff to ensure that information relating to RBWH car parking concessions is available to all users.
- Application and approval processes will be transparent and approval processes will be in accordance with the criteria set out in this procedure.

Parking locations (concessional parking)

Location	Fees	Available
Metro Multi Storey Car Park (Butterfield Street)	Paid Parking	24 Hours, 7 days per week
Cornerstone Multi Storey Car Park (Herston Road)	Paid Parking	24 Hours, 7 days per week

Eligibility criteria

Patients and primary carers may be eligible for car parking concessions where:

- a patient has an [extended stay](#) requiring treatment as an inpatient for fourteen (14) consecutive days or longer e.g. eligible following 14 days stay. The concession is valid for 30 days from the date of approval.
- [frequent outpatient attendances](#) requiring attendance two or more times per week for two (2) weeks or longer e.g. eligible following 2 weeks of attendance with 2 or more attendances per week. The concession is valid for 60 days from the date of approval.
- [financial hardship and special considerations](#) is applicable.

Procedure

Extended stay

Process

1. Where the eligibility criteria above have been met the primary carer completes Part A of the RBWH *Concessional Car Parking Application Form* which is available via the ward administration officer.
2. This is submitted by the primary carer to the Trust Office (Ground Floor Ned Hanlon Building) during business hours, Monday to Friday 8:00am to 4:00pm, excluding public holidays, where the application will be reviewed, validated and the Trust Officer confirms that the application meets the eligibility criteria.
If the application is approved a RBWH concessional car parking approval card (approval card) will be given to the primary carer.
3. At any stage during the visit the primary carer is to take their approval card, photo ID and the parking ticket to the Trust Office (Monday to Friday 7:30am to 4:00pm); Admissions (Monday to Friday 7:00am to 7:30pm and Saturday to Sunday 7:00am to 7:30pm), or admissions officer (AO) in Triage at the Emergency and Trauma Centre (after hours for validation).
4. The Trust/administration officer is to:
 - review the approval card to ensure it is an original,
 - check the person's photo ID to ensure both are the same person
 - copy the approval card and parking ticket and validate the parking ticket
 - return both the approval card and parking ticket to the primary carer.
5. The primary carer provides the validated ticket to the car park attendant or enters the ticket into the pay station where the adjusted fee for exit of the car park is applied.

6. Each time the approved primary carer attends the RBWH they will be required to complete steps 4 – 5. If the approval card and photo ID cannot be presented at the time of validation the concessional parking rate cannot be applied.
7. If a patient remains an inpatient and is admitted for more than 44 days then a new application form will be required to renew their concession approval, however; there will be no interruption to concessional car parking rates.

Frequent outpatient attendance

Procedure

1. The patient/primary carer (the applicant) completes Part A of the RBWH *Concessional Car Parking Application Form*, which is available from the outpatient clinic administration staff.
2. This is then submitted to the Trust Office (ground floor Ned Hanlon Building) during business hours, Monday to Friday 8:00am to 4:00pm, excluding public holidays, where the application will be reviewed, validated and the Trust Officer confirms that the application meets the eligibility criteria. If the application is approved a RBWH concessional car parking approval card (approval card) will be given to the patient/primary carer.
3. At any stage during the visit the patient/primary carer is to take their approval card, photo ID and the parking ticket to the Trust Office (Monday to Friday 7:30am to 4:00pm); Admissions (Monday to Friday 7:00am to 7:30pm and Saturday to Sunday 7:00am to 7:30pm), or Triage at the Emergency and Trauma Centre (after hours) for validation.
4. The Trust/administration officer is to:
 - review the approval card to ensure it is an original
 - check the person's photo ID to ensure both are the same person
 - copy the approval card and parking ticket and validate the parking ticket
 - return both the approval card and parking ticket to the primary carer.
5. The patient/primary carer provides the validated ticket to the car park attendant or enters the ticket into the pay station where the adjusted fee for exit of the car park is applied.
6. Each time the approved patient/primary carer attends the RBWH they will be required to complete steps 4 – 5. If the approval card and photo ID cannot be presented at the time of validation the concessional parking rate cannot be applied.
7. If a patient continues to have frequent appointments past their 60 day's expiry, a new application form will be required to renew their concession approval, however; there will be no interruption to concessional car parking rates.

Financial hardship and considerations

1. Where a patient or primary carer is not eligible for concessional car parking under the extended stay or frequent attendee's criteria they may be able to apply for special needs.
2. Special needs will be referred to the relevant social worker for the department for assessment and application decision.

Application form for concession parking

Application forms for concessional car parking are available from the administration areas/administration officers in all inpatient and outpatient care areas of the RBWH.

Consumer feedback

Consumer feedback and complaints are to be managed as per the Metro North Hospital and Health Service (MNHHS) Consumer Feedback Policy which outlines that if a car parking complaint cannot be resolved, it is to be escalated to the RBWH Facility Services Director.

Consumer engagement

Patients and family members are to be encouraged and given the opportunity to ask questions and clarify information during communication processes. Staff are responsible for providing information in a way that is understandable and that meets patient's needs and are to use perception checking techniques to ensure the patient's and family's understanding of discussions.

Procedure provided to Consumer Advisory Group (CAG) for input/feedback during the consultation process with individual members feedback helping inform the final document.

Legislation and other authority

Health Service Directive *Hospital Car Parking Provisions* Directive #QH-HSD_042:2014

Guideline *Hospital Car Parking – Provision of Staff Parking* Guideline # QH-HSDGDL-042-1:2014

Standard *Hospital Car Parking – Patient and Carer Car Parking Concessions* Standard #QH-HSDSTD-042-2:2017

Hospital and Health Boards Act 2011 (Section 47)

Related documents

MNHHS Hospital Car Parking – Patient and Primary Carer Car Parking Concessions Policy

Appendix 1 Car parking criteria

RBWH Poster – Need help with parking costs?

004582: Parking – Staff, Herston Campus & RBWH Managed Facilities

Relevant standards

National Safety and Quality Health Service (NSQHS) Standards:

- Partnering with Consumers Standard
- Clinical Governance Standard

Definition of terms

Term	Definition
Primary Carer	<p>The Carers (Recognition) Act 2008 identifies a carer as an individual who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.</p> <p>The definition of Primary Carer, for the purpose of this procedure, is the main individual carer for a patient. This includes carers of babies and children.</p>
Eligible Patient and Primary Carer	<p>Includes:</p> <ul style="list-style-type: none"> • patient / primary carers of patient who is admitted for 14 days or longer • patient / primary carer of patient who is required to attend the hospital for 2 or more visits per week for more than a 2-week period • patient and primary carer experiencing financial hardship and/or • patient and primary carer with special needs who require assistance.
Patient	Any person accessing RBWH for clinical services.
Staff	Any person employed at the RBWH (permanent, temporary or casual).

Document history

Author	Executive Support Officer
Custodian	Facility Service Director RBWH
Risk rating	Medium 12
Compliance evaluation and audit	<p>The RBWH Trust Office will maintain a register of concessional parking validation that is provided on a monthly basis via the Facility Service Director to MNHHS Commercial Activities and as indicated to the Department of Health.</p> <p>Completed application forms will also be provided on a weekly basis to MNHHS Commercial Activities for review.</p> <p>Issues relating to patient parking will be followed up at the local level or escalated as indicated to service line management groups or the Facility Director for further action as indicated.</p>
Replaces document/s	004308: Car Parking – Patient and Primary Carer Parking Concessions
Previous issue date/s	November 2018
Key stakeholders	<p>Facility Services Director – RBWH, RBWH Infrastructure Committee RBWH Consumer Advisory Group (CAG) MNHHS Patient Services Directors for further dissemination RBWH Manager Administration Services Executive Directors, Nursing/Midwifery/Allied Health Directors for further dissemination Service Line Safety and Quality Officers for further dissemination</p>
Marketing strategy	<p>RBWH Intranet Policy / Procedure / Guideline - "What's New Site" and local dissemination</p> <p>The information about the Metro North Hospital Car Parking Concessions Policy and Procedure will be made available on the Metro North internet and intranet sites.</p> <p>Posters/signs regarding concessional car parking and how to apply displayed across the organisation, including at receptions and information desks.</p>
Key words	004308; car; parking; car parking; carpark; allocation; fees; park; cost; concession; eligible patient; carer"

Authorisation

Signature

Date

Facility Service Director Royal Brisbane and Women's Hospital

Authorisation

Signature

Date

Executive Director Royal Brisbane and Women's Hospital

The signed version is retained by the RBWH Quality Innovation and Patient Safety Service (QIPSS).