

# Hospital Car Parking – Patient and Primary Carer Car Parking Concessions 004310



1. Clinical Governance



2. Partnering with Consumers



6. Communicating for safety

## Purpose and intent

The 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's public hospitals. Hospitals and Health Services must adhere to the Directives where paid parking is administered.

The purpose of this procedure is to describe the process to evaluate and, if required, provide a car parking concession for eligible patients and/or their primary carers.

## Scope and target audience

This Procedure applies to TPCH patients, primary carers and staff (permanent, temporary and casual).

## Principles

- Car parking concession will be available to assist eligible patients or their primary carers in meeting car parking fees incurred when the eligible patient is accessing clinical services.
- Car parking concession may range from free parking to discount parking based on the need of eligible patients or their primary carers.
- The car parking concession arrangements will take into account the cost of onsite commercial car parking options available.
- The Prince Charles Hospital will appropriately communicate information regarding car parking concessions to patients, their primary carers, and staff to ensure that information relating to facility car parking 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.

## Eligibility Criteria

The following patients or their primary carers may be eligible for car parking concessions:

- Patients and/or primary carers experiencing significant financial hardship.
- Patients and/or primary carers who are required to attend the Prince Charles Hospital frequently or for an extended period of time.
- Patients and/or primary carers with special needs who require additional assistance.

## Procedure / process – [see Appendix 2](#)

### Patient/ Primary Carer initiated application for Car Parking Concession

Concession Parking Application Form is available for completion by the applicant at ward reception/ outpatient clinic reception. Forms will be available in all Inpatient and in Outpatient areas. Posters and Flyers will also be available.

#### Inpatient

1. Once a treatment plan for the patient is complete, Nurse Unit Managers or their delegate/s will confirm the applicant's eligibility by completing the form with details of the treatment plan and authorisation of eligibility.
2. The authorised form is presented to the Cashier's Office for processing and providing a printed car parking concession bar code for the applicant to use with their parking ticket.
3. The Cashier records issue/validation of the car parking concession on the Record Sheet.

#### Inpatient experiencing significant financial hardship

A referral to Social Work Services is required to determine if the patient and/or the primary carer is eligible for a car parking concession. The assessment will take into consideration each patient and/or their primary carer's individual circumstances for the duration of their inpatient stay and the potential of post-acute requirements. Post-acute requirements may include follow up appointments and or rehabilitation and education programs where they are required to attend more than twice weekly.

1. Clinical team requests a referral to the Social Work Team.
2. Social Worker conducts an assessment using social work tools to determine significant financial hardship.
3. Social Worker determines eligibility for car parking concession the patient or the primary carer maybe eligible for.
4. Social Worker records and distributes appropriate car parking concession pack.

#### Outpatient

Patients and/or the primary carer of patients required to attend appointments more than twice weekly or frequently visit over a longer period of time may request to be assessed for eligibility for car parking concession. Their eligibility will be assessed on a case by case basis.

1. Once a treatment plan for the patient is complete, Outpatient Department Practice Managers or their delegate/s will confirm the applicant's eligibility by completing the form with details of the treatment plan and authorisation of eligibility.
2. The authorised form is presented to the Cashiers Office for processing and providing a

printed car parking concession bar code for the applicant to use with their parking ticket.

- The Cashier records issue/validation of the car parking concession on the Record Sheet.

## Research and Clinical Trials

Pharmaceutical Companies and Research Programs often fund car parking concessions for patients who are participating in clinical trials. This assessment is conducted as part of the recruitment phase of the trial. Clinical research staff provide these passes to patients or their primary carers on a case by case basis.

## General Concession

Metro Parking (Metro Multi Storey Car Park) offer a variety of concession parking rates to the general public. These passes can be purchased at the office on Level 1 of the Parking facility. The Prince Charles Hospital does not influence the management of these passes and they are at the discretion of Metro Parking.

## Parking Locations

Location	Fees	Available
Metro Multi Storey Car Park (530 Bays)	Paid Parking/ Concession Parking	24 Hours, 7 days per week
Metro Open Air Car Park (76 Bays)	Paid Parking/ Concession Parking	24 Hours, 7 days per week
Building 01 – Main Hospital (7 Bays)	Free Parking	Short Term
Building 04 – Endoscopy – (20 Bays)	Free Parking	Short Term
Building 10 – Emergency Department – (16 Bays) 1 disabled	Free Parking	Short Term
Building 06 – Cancer Care Services – (5 Bays) 5 disabled	Free Parking	Short Term

## Complaints

Complaints will be managed as per the Metro North Consumer Feedback Policy.

If a complaint cannot be resolved, the complaint is to be escalated/referred to the Facility Services Director.

## Partnering with consumers

Patients and family members are to be encouraged and given the opportunity to ask questions, clarify information and identify goals of improving access to, and affordability of, car parking for eligible patients and/or their primary carers. Staff are responsible for providing information in a way that is understandable and that meets their needs and are to check consumer's understanding of discussions.

## 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

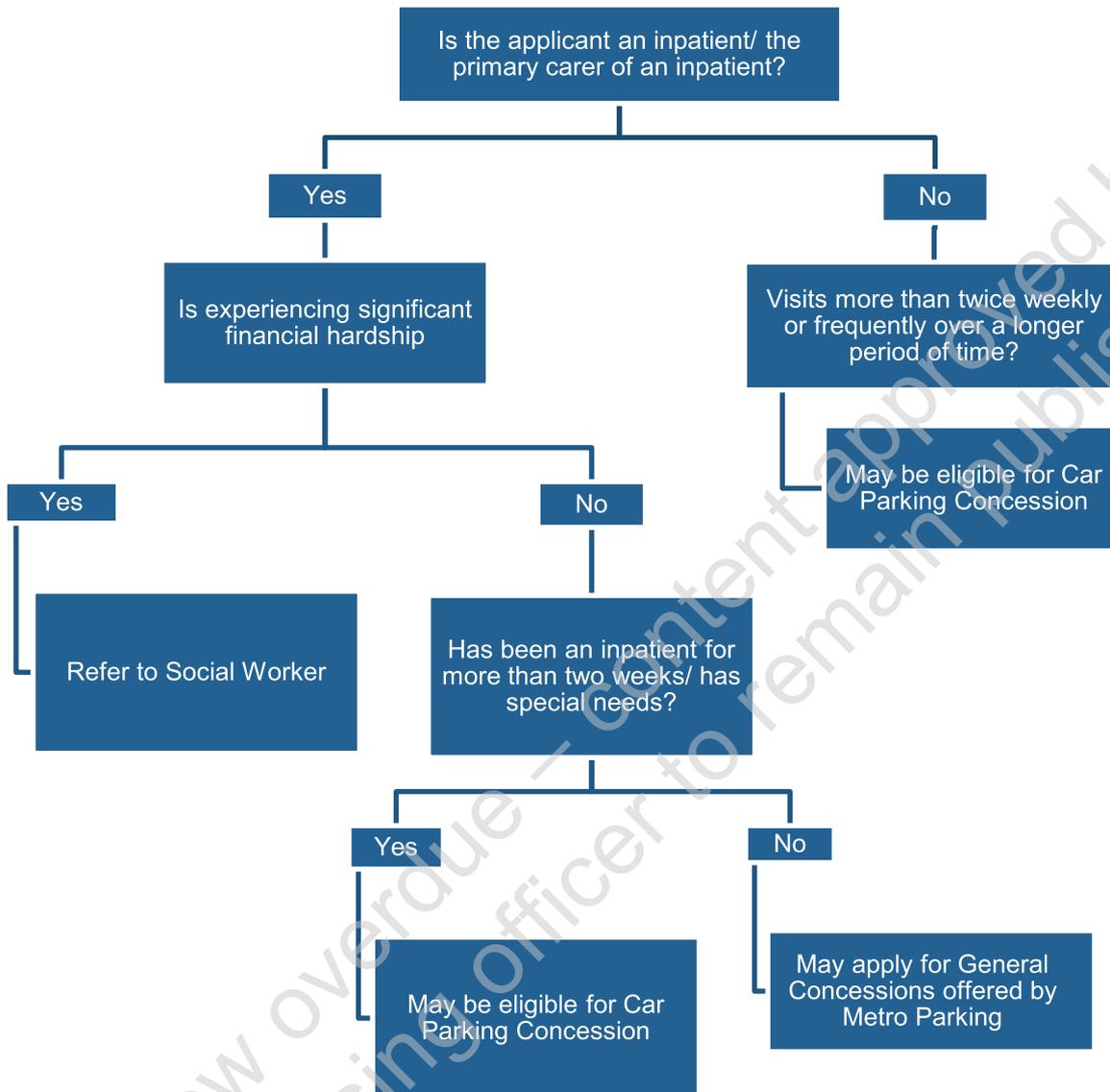
[Hospital Car Parking – Patient and Primary Carer Car Parking Concessions Policy POL004454](#)

[Metro North 004308: Parking– Patient and Primary Carer Parking Concessions Procedure](#)

## Appendix 1- 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.</p> <p>This includes Carers of babies and children.</p>
Eligible Patient and Primary Carers	<p>Include:</p> <ul style="list-style-type: none"> <li>patients and primary carers who are required to attend hospital frequently;</li> <li>patients and primary carers who need to attend hospital for an extended period of time;</li> <li>patients and primary carers experiencing financial hardship; and/or</li> <li>Patients and primary carers with special needs who require assistance in accordance with the criteria set out in this Procedure</li> </ul>
Patient	Any person accessing a Metro North hospital for clinical services.
Staff	Any person employed at a Metro North hospital (permanent, temporary or casual).

## Appendix 2- Evaluation process for Car Parking Concession



## Document history

<b>Author</b>	Facility Services Director, TPCH
<b>Custodian</b>	Facility Services Director, TPCH
<b>Compliance evaluation and audit</b>	Performance against Department of Health Key Performance indicators provided to the Director Commercial Activities  This information will be included in the Metro North Annual Report
<b>Replaces Document/s</b>	PROC004310v1 - Hospital Car Parking – Patient and Primary Carer Car Parking Concessions Procedure
<b>Changes to practice from previous version</b>	Additional updates to the process and inclusion of a flowchart in appendix two
<b>Consultation</b>	<p><b>Key stakeholders</b></p> <p>Consumer Liaison Manager, SQU</p> <p>Standard 2 Committee - Terry Sullivan; Danielle Moebus and Don Murchie</p> <p>Director of Social Work Services</p> <p>Social Worker, Social Work Services</p> <p>Nursing Directors, TPCH</p> <p>Medical Directors, TPCH</p> <p>Director Allied Health Services</p> <p>Senior Director, Clinical Operations, TPCH</p> <p>A/ Director, Service Operations and Performance</p> <p>Executive Director Medical Services, TPCH</p> <p>Director of Nursing, Nursing Services</p> <p>A/Hospital Finance Manager, TPCH</p> <p>Consumer Representative – Dr Jean Evans</p>
<b>Marketing Strategy</b>	<p>Published on TPCH QHEPS Procedure page</p> <p>Distributed via TPCH Staff Bulletin</p> <p>Education and Awareness Program for all staff</p> <p>Posters, Screen savers supplied by MNHHS Communications Team</p>
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**Custodian Signature**

Facility Services Director, The Prince Charles Hospital

Date

**AUTHORISATION**

**Authorising Officer Signature**

Executive Director, The Prince Charles Hospital

Date

The original signed version is kept in file at the Safety and Quality Unit, The Prince Charles Hospital

Review overdue – content approved by authorising officer to remain published