



## **NSW Ambulance Authorised Care Plans**

NSW Ambulance Authorised Care Plans encompass Adult Palliative Care Plans, Paediatric Palliative Care Plans and Authorised Care Plans. These plans are now available on Hunter, New England Health Pathways in template form for installation on Medical Director and Best Practice (instructions below).

Completed forms may be submitted electronically via email: [protocolp1@ambulance.nsw.gov.au](mailto:protocolp1@ambulance.nsw.gov.au) or fax: (02) 9320 7380.

NSW Ambulance will review and endorse each completed application upon receipt.

Patients will receive via post a copy of the completed endorsed plan and a covering letter. Please allow up to five business days for receipt.

A copy of the completed endorsed plan will be forwarded to the treating clinician via fax or emailed in PDF format where a valid email address has been supplied.

All endorsed Authorised Care Plans will remain in effect for a period of 12 months from the date of endorsement unless a reduced review date is requested by the treating clinician.

It is the responsibility of the treating clinician to review the plan and submit a new plan prior to the 12-month review date.

In the event the endorsed plan is no longer required, a cancellation notification including the reason for the cancellation should be forwarded to NSW Ambulance via email: [protocolP1@ambulance.nsw.gov.au](mailto:protocolP1@ambulance.nsw.gov.au).

## Importing Templates into Medical Director

Templates are usually in the form of a .rtf (Rich Text File) file. **They must not be opened except in Medical Director. To import them into Medical Director:**

1. Right-mouse click on the file and select **Save Target As**. Go to the folder or location on the hard drive of the computer where you want to save it, and select **Save**.
2. Start the Letter Writer module (either from the main menu or from within a patient record by selecting **Tools > Letter Writer** from the menu bar)
3. Click **File > Modify Template** from the Menu Bar
4. Select **Blank Template**
5. Click **Open**
6. Select **File > Import** from the Menu Bar
7. Find and select the template file to be imported, and either double-click on it or press 'open'- this will import the template into Medical Director
8. Then go to **File > Page Setup** and change the all margins to 5mm this will modify the layout to suit the template
9. Save the template by selecting **File > Save as Template** from the Menu Bar
10. Type in a new name for the template and click on **All Users** or **Current User** depending on who is to have access to the template
11. Click **Save**
12. This will save the template under the **User Defined** tab

## Using Templates

To create a letter or document based on a template, you must open Letter Writer from within a patient record.

1. Select **File > New** from the Menu Bar
2. Highlight the template to be used under the **User Defined, Supplied** or **Summaries** tab and click **OK**
3. Respond to any prompts for addressees, dates, drop-down boxes, etc
4. Check the completed letter or document and make any changes required
5. Save the letter in the patients file by selecting **File > Save** from the Menu Bar or clicking the Save icon on the Toolbar 6.  
Complete or modify the **Letter Details**
7. Click **Save**.

## Importing Templates into Best Practice

Templates are usually in the form of a .rtf (Rich Text File) file. **They must not be opened except in Best Practice. To import them into Best Practice:**

1. Right-mouse click on the file and select **Save Target As**. Go to the folder or location on the hard drive of the computer where you want to save it, and select **Save**.
2. Start the Correspondence Out module (either from the main menu or from within a patient record from the menu bar)
3. Click **Template > Import Template** from the Menu Bar
4. Find and select the template file to be imported, and either double-click on it or press 'open'- this will import the template into Best Practice
8. Then click **File > Page setup** and change **ALL** margins to 5mm this will modify the page to suit the layout of this template.
9. Save the template by selecting **File > Save as** from the Menu Bar
10. Type in a new name for the template and click on the box **Available to All Users** depending on who is to have access to the template
11. Click **Save**
12. This will save the template under the **Custom** tab **Using Templates**

To create a letter or document based on a template, you must open Correspondence Out from within a patient record.

1. Select **File > New** from the Menu Bar or click on the **New Document icon**
2. Highlight the template to be used under the **Custom, Supplied** or **All**
3. Respond to any prompts for addressees, dates, drop-down boxes, etc
4. Check the completed letter or document and make any changes required
5. Save the letter in the patients file by selecting **File > Save** from the Menu Bar or clicking the Save icon on the Toolbar 6.  
Complete or modify the **Letter Details**
7. Click **Save**.

To print the letter in **Medical Director** or **Best Practice**, select **File > Print** from the Menu Bar, or click the **Print** icon on the Toolbar.