

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Non-admitted Patient Services/ Clinics - Setup, changes and closure
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EXECUTIVE SPONSOR	Director, Allied Health
AUTHOR	Leah Upcroft, Strategic Programs Manager SESLHD Strategy Innovation and Digital Health
POSITION RESPONSIBLE FOR THE DOCUMENT	Director, Allied Health seslhd-districtalliedhealth@health.nsw.gov.au
FUNCTIONAL GROUP(S)	Clinical Governance
KEY TERMS	Non-admitted Patient Service/ Clinic, HERO ID, EDWARD, ABF, eMR, New Service/ Clinic, Change to Service/ Clinic, Closure of Service Clinic
SUMMARY	This procedure outlines the process for the establishment, modification or closure of non-admitted patient services/ clinics, defined as per NSW Health GL2023_014 - Management of Outpatient (Non-Admitted) Services, Item 1.4.1.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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SESLHD PROCEDURE

Non-admitted Patient Services/ Clinics - Setup, changes and closure

SESLHDPR/785

1. POLICY STATEMENT

This Procedure aligns with [NSW Health Guideline GL2023 014 - Management of Outpatient \(non-admitted\) Services](#), which outlines the expectations for the management of outpatient (non-admitted) services across NSW Health to ensure that patients receive responsive and appropriate care.

This procedure applies to all non-admitted patient services/ clinics in SESLHD and negates the need for local facility Business Rules.

2. BACKGROUND

This Procedure was developed to assist staff to understand the approval process required for a new service/clinic setup, making changes to an existing service/clinic and the closure of a service/clinic for all non-admitted patient services/ clinics across SESLHD.

It is necessary to ensure:

- Executive and Performance Unit/relevant department approval for any new service/clinic, any closure of services/clinics and some changes to existing services/clinics
- Accurate clinic setup in non-admitted information systems to ensure mandatory reporting requirements to the Ministry of Health (MoH) and Activity Based Funding (ABF) for non-admitted patients.

Definitions of key terms

Term	Definition
ABF	Activity Based Funding
EDWARD	Enterprise Data Warehouse for Analysis, Reporting and Decision Support
eMR	Electronic Medical Record
HERO	Health Entity Registration Online
MoH	Ministry of Health

3. RESPONSIBILITIES

3.1 Heads of Department/ Nurse Unit Managers and nominated delegates will:

- Be responsible for submitting requests to establish a new service/ clinic, changes to existing service/ clinic and closure of service/ clinics.

3.2 Program Executive and General Managers/ Tier 2 Executives will:

- Be responsible for approving all requests. Consider impacts of changes to services and escalate any issues appropriately.

SESLHD PROCEDURE

Non-admitted Patient Services/ Clinics - Setup, changes and closure

SESLHDPR/785

3.3 HERO and EDWARD data role will:

- Be responsible for classifying, registering, and updating of services/clinics in HERO and EDWARD Master File.

3.4 The Data Manager role will:

- Provide guidance to Heads of Department/ Nurse Unit Manager or delegate if changes may be required due to data quality errors. (Note: Applies to POWH only)

3.5 Non-admitted information system administrators will:

- Be responsible for building any required changes into the system.

4. PROCEDURE

4.1 Setup of New Service/ Clinic

- The Head of Department/Nurse Unit Manager or delegate, completes and submits documentation (e.g. business case or internal brief), identifying the requirement for a new service/clinic, to be approved as follows:
 1. Clinical Program Executives (Recommended)
 2. General Manager (Required)
 3. Governance Committee (As appropriate)

Note: It is recommended that the proposed business case/internal brief is developed in consultation with the relevant finance manager.

- The Head of Department/ Nursing Unit Manager or delegate, completes section 1 and section 2 (for eMR based services only) of the [‘Request for NEW Non-admitted Patient Service/Clinic Setup Form’](#) and saves/ submits the request.

Note: Non-admitted Patient Services that are not currently supported by eMR are advised to submit relevant form as per local processes.

- Endorsed business case/internal brief along with all relevant approval documentation to be attached to the Request using the ‘Attach File’ action, found in the ribbon at the top of the form.
- When the Request is submitted, the EDWARD and HERO Administrator role in the Performance Unit/relevant department receives an email notification regarding the request.
- The EDWARD and HERO Administrator role completes section 3 of the Request and all tasks associated with this section - including following up the approval with the Clinical Program Executives if an appropriate approval has not been submitted and filling out a Quick Registration of the clinic in the HERO system.
- When the Request is approved by the EDWARD and HERO Administrator role, it is automatically forwarded to the relevant non-admitted information system administrators.

SESLHD PROCEDURE

Non-admitted Patient Services/ Clinics - Setup, changes and closure

SESLHDPR/785

- The relevant system administrator builds new service/clinic into the information system as per section 1, 2 and 3 of the Request, and notifies the Head of Department/Nursing Unit Manager/ other nominated staff member and EDWARD and HERO Administrator role of completion of build.
- The system administrator completes section 4 of the Request and provides the EDWARD and HERO Administrator role with the Local Service Unit Identifier (allocated by Source System).
- The EDWARD and HERO Administrator role updates the relevant data as per sections 1, 2 and 4 in the HERO and EDWARD Master File.

4.2 Changes to Existing Service/ Clinic

- Changes to existing service/clinic that require approval:
 - Add a new Clinician/Resource to an existing clinic. e.g., Medical lead clinic changing to include Allied Health
 - New appointment type to an existing clinic. ie, telephone, post ops, groups etc
 - Change of physical location of an existing Clinic/Service
 - Change from eMR to another information system.
- The Head of Department/Nurse Unit Manager or delegate, completes and submits approved documentation as per local processes, identifying changes to be approved as follows:
 1. The Clinical Program Executives or General Manager (Required).
- Head of Department/ Nursing Unit Manager/ other nominated staff member completes section 1 of the [Request for CHANGE to Existing Non-admitted Patient Service/ Clinic Setup Form](#) (for eMR based services only) and saves/submits the Request. Note: Non-admitted Patient Services that are not currently supported by eMR are advised to submit relevant form as per local system processes.
- All signed approval documents, including internal brief as necessary, may be attached to the Request using the 'Attach File action found in the ribbon at the top of the form.
- When the Request is submitted, the EDWARD and HERO Administrator role in the Performance Unit/relevant department, receives an email notification regarding the change. The request is also automatically forwarded to the relevant Non-admitted information system administrators.
- The EDWARD and HERO Administrator role completes section 2 of the Request and all the tasks associated with this section - including following up the approval with the Clinical Program Executives, if an appropriate approval has not been submitted.
- Once the Request is approved by the EDWARD and HERO Administrator role then the relevant system administrator can start making changes in the system.
- The relevant system administrator modifies the service/clinic in the information system as per section 1 and 2 of the Request and notifies the Head of Department/Nursing Unit Manager/ other nominated staff member and EDWARD and HERO Administrator role of completion of build.

SESLHD PROCEDURE

Non-admitted Patient Services/ Clinics - Setup, changes and closure

SESLHDPR/785

- System administrator completes section 3 of the Request.
- EDWARD and HERO Administrator role updates the relevant data as per section 1 and 3 in HERO and EDWARD Master File.

4.3 Changes to Existing Service/ Clinic - that do not require approval

- Changes to existing service/clinic that do not require approval:
 - Remove/Replace existing Clinician/Resource
 - Add/Change/Delete clinic slot times
 - Changes to Address, Fax/Phone Nos on Scheduling Letters
 - Changes to existing eMR Scheduling Reports
 - Changes to Preparations/Instructions to Scheduling Letters
 - Waiting/Request list set up required.
- Head of Department/ Nursing Unit Manager or delegate completes section 1 of the ['Request for CHANGE to Existing Non-admitted Patient Service/ Clinic Setup Form'](#) (for eMR based services only) and saves/ submits the Request. When the Request is submitted, it is automatically forwarded to the relevant Non-admitted information system administrators.

Note: Non-admitted Patient Services that are not currently supported by eMR are advised to submit relevant form as per local system processes.
- The relevant system administrator modifies service/clinic in the information system, as per section 1 and 2 of the Request and notifies the Head of Department/Nursing Unit that the relevant system administrator can start making changes in the system.

4.4 Closure of Service/ Clinic

- The Head of Department/Nurse Unit Manager or delegate completes and submits approved documentation, including internal brief as required, in identifying the need to CLOSE a service/clinic, to be approved as follows:
 1. Clinical Program Executives (Recommended)
 2. General Manager (Required)
 3. Governance Committee (Tabled/Approved as appropriate).
- The Head of Department/ Nursing Unit Manager/ other nominated staff member completes section 1 of 'Request for CLOSURE to a Non-admitted Patient Service / Clinic' Online Request and saves/ submits the Request, with the reason for the service/clinic closure clearly documented on the form and saves/ submits the request.
- Note: Non-admitted Patient Services that are not currently supported by eMR are advised to submit relevant form as per local system processes.
- Once the Request is submitted, the EDWARD and HERO Administrator role in the Performance Unit/relevant department will receive an email notification regarding closure of clinic/service.
- The EDWARD and HERO Administrator role completes section 2 of the Request and all the tasks associated with this section - including following up the approval with the

SESLHD PROCEDURE

Non-admitted Patient Services/ Clinics - Setup, changes and closure

SESLHDPR/785

Executives, if an appropriate approval has not been submitted, and closing of the clinic in the HERO system and in EDWARD Master File.

- When the Request is approved by the EDWARD and HERO Administrator role, it is automatically forwarded to the relevant non-admitted information system administrators.
- The relevant system administrator closes the service/clinic in source system as per section 1 of the Request and completes section 3 of the Request and liaise with the relevant Head of Department/ Nursing Unit Manager or delegate, regarding the management of existing patient bookings.

5. DOCUMENTATION

- Non-admitted Patient (NAP) Management SharePoint Reference Guide
- SESLHD Business Case Template
- SESLHD Brief Template for Local Use

6. AUDIT

Audit to be conducted as per current local process.

6.1 Compliance monitoring questions for consideration

1. Do all new service/clinic setup, change and closure requests follow the non-admitted patient services/ clinic setup, changes and closure procedure by using the SharePoint online forms?
2. Do all new service/clinic setup and closure requests submitted on the SharePoint platform have Clinical Program Executives/ General Manager approval?
3. Do all new service/clinic setup and closure requests actioned by the eMR team have Digital Health approval?
4. Have the appropriate SharePoint forms been used for all the requests?

6.2 Compliance Evaluation

Online requests will be regularly monitored by the Performance Unit/relevant department and Digital Health team to ensure all submissions are compliant with this Procedure. Every request should be actioned within two weeks from the submission and notification of the request. Any non-compliant request will be followed up with the requestor and /or escalated to Clinical Program Executives if required.

7. REFERENCES

NSW Health

- [NSW Health Guideline GL2023_014 - Management of Outpatient \(non-admitted\) Services](#)
- [NSW Health Information Bulletin IB2023_018 - Non-admitted Patient Establishment Type Definitions Manual](#)
- [NSW Health Guideline GL2017_017 - Non-admitted Patient Reporting Rules](#)

SESLHD PROCEDURE

Non-admitted Patient Services/ Clinics - Setup, changes and closure

SESLHDPR/785

- [NSW Health Guideline GL2023_017 - HERO Data Collection: Health Establishment Registration Online](#)

Other

- [eMR - Request Forms \(nsw.gov.au\)](#)

8. VERSION AND APPROVAL HISTORY

Date	Version	Version and approval notes
3 June 2025	1.0	New procedure to aid implementation of NSW Health Guideline GL2023_014 - Management of Outpatient (non-admitted) Services and facilitate consistency across SESLHD. Approved by Executive Sponsor, SESLHD Patient Safety and Quality Committee and Chief Executive.