



COHESIVE HEALTHCARE MANAGEMENT & CONSULTING
MANGUM REGIONAL MEDICAL CENTER

TITLE		POLICY	
Inhouse Patient Transfer/Transport Plan		NUR-024	
MANUAL	EFFECTIVE DATE	REVIEW DATE	
Nursing	02/2020		
DEPARTMENT	REFERENCE		
Nursing	See below		

SCOPE

This policy shall govern all transfers including those covered by a transfer agreement. Hospital administration has the authority to represent the hospital during the transfer from or receipt of patients into the hospital.

PURPOSE

In the presence of an emergency medical condition, stabilizing treatment will be provided within the capabilities of the hospital and if indicated, an appropriate transfer to another medical facility.

PROCEDURE

A. Emergent Transfers- The patient will be examined and evaluated by a physician or Licensed Independent Practitioner to determine if the patient:

- a) Has an emergent condition, AND
- b) Requires medical services that are not provided at the hospital.

Medical Oversight

- 1) The hospital shall be responsible for adequate medical coverage for inpatient services. Qualified Medical Providers shall be regularly available at all times, either on duty or on call.
- 2) On call Medical Providers shall be available to present in the hospital within twenty (20) minutes of notification.
- 3) All medications and treatments shall be provided under the direction and order of a Medical Provider.
- 4) The transferring Medical Provider shall determine and order life support measures which are medically appropriate to stabilize the patient prior to transfer and to sustain the patient during transfer.

- 5) The transferring Medical Provider shall determine and order the utilization of appropriate personnel and equipment for the transfer. In determining the use of medically appropriate life support measures, personnel, and equipment, the transferring physician shall exercise that degree of care which a reasonable and prudent Medical Provider exercising ordinary care in the same or similar locality would use for the transfer.

Emergent Condition Requiring Transfer

- 1) If a Medical Provider is not present in the hospital, a Registered Nurse (RN) shall perform a nursing assessment on the patient and notify the physician on call who will determine whether:
 - a) The assessments and findings are adequate to make a diagnosis of the patient's condition,
 - b) To order additional diagnostic tests and examination,
 - c) To request for a specialty consultation,
 - d) To order the transfer of the patient.
- 2) The Medical Provider may make the determination that the patient requires medical services not available at the hospital based on the RN's assessments and/or results of the additional test ordered.
 - a) These communications must be clearly documented in the medical record and the Medical Provider must sign the medical record on his next visit to the hospital.
- 3) If the patient requires medical services for an emergent condition that are not available at the hospital, the hospital shall provide any necessary stabilizing treatment within the capabilities of the staff and facilities available and provide an “appropriate transfer” as defined below.

Transfer Procedure

- 1) Establish an accepting physician (capability) and a receiving hospital (capacity).
 - a) Prior to transfer, the transferring Medical Provider shall secure a receiving physician and a receiving hospital that are appropriate to the medical needs of the patient and that will accept responsibility for the patient's medical treatment and hospital care.
- 2) Appropriate Transfer
 - a) A patient transfer to another medical facility will be appropriate only in those cases in which:
 - i. Mangum Regional Medical Center as the transferring hospital, provides medical treatment within its capacity that minimizes the risks to the individual's health AND
 - ii. The receiving facility has available space and qualified personnel for the treatment of the individual; AND

- iii. The receiving facility has agreed to accept transfer of the individual and to provide appropriate medical treatment.
- 3) Unstable patients requiring transfers-If an individual has an emergency medical condition that has **NOT** been stabilized, the hospital may not transfer the individual unless:
 - i. The transfer is an appropriate transfer (as defined in (a) above); AND
 - ii. The individual (or a legally responsible person acting on the individual's behalf) requests the transfer, after being informed of the hospital's obligations and of the risk of transfer. The request must be in writing and indicate the reasons for the request as well as indicate that he or she is aware of the risks and benefits of the transfer; AND
 - iii. A Medical Provider has signed a certification that based upon the information available at the time of transfer; the medical benefits reasonably expected from the provision of appropriate medical treatment at another medical facility outweigh the increased risks to the individual from being transferred. The certification must contain a summary of the risks and benefits upon which it is based.
- 4) Mangum Regional Medical Center as the transferring hospital, shall send to the receiving facility all medical records (or copies thereof) related to the emergency condition including, at a minimum, the H&P, progress notes, consultations, vital sign flow sheets, medication administration records, results of diagnostic studies treatment provided, and the informed written consent or certification or copy thereof.
- 5) The RN will perform a patient assessment within the hour preceding the patient's departure and record the assessment in the medical record. Pre-transfer assessment will include, at a minimum, a focused system survey, pain assessment, vital signs, and the presence and condition of any tubes, lines or drains.
- 6) The primary nurse shall phone a detailed patient report to the receiving facility RN and document the name and credentials of the individual receiving the verbal patient report in the medical record.

B. Non- emergent Transports -Non-emergent transfers are defined as the movement of a stable patient from Mangum Regional Medical Center to another hospital with the understanding and intent of both hospitals that the patient is going to the second hospital for a procedure and scheduled for return.

Medical Oversight

- 1) The Medical Provider shall determine and order the utilization of appropriate personnel and equipment for the transport. In determining the use of medically appropriate measures, personnel, and equipment, the hospital shall exercise that degree of care which a reasonable and prudent Medical Provider exercising ordinary care in the same or similar locality would use for the transport.

Transport Procedure

- 1) The RN will perform a patient assessment within 1 hour of the patient's departure and record the assessment in the medical record. Pre-transport assessment will include, at a minimum, a focused system survey, pain assessment, vital signs, and the presence and condition of any tubes, lines or drains.
- 2) The primary nurse shall phone a detailed patient report to the receiving facility RN and document the name and credentials of the individual receiving the verbal patient report in the medical record.

Memorandum of Transfer for Emergent and Non-Emergent

- 1) The hospital's policy shall provide that a memorandum of transfer be completed for every patient who is transferred for a higher level of care or transported for procedure or diagnostic testing.
- 2) The memorandum shall contain the following information:
 - a) The patient's full name,
 - b) The patient's race, religion, national origin, age, sex, physical handicap, if known;
 - c) The patient's address and next of kin, address, and phone number if known;
 - d) The time and date on which the transferring Medical Provider secured a receiving physician;
 - e) The physician certification stating the medical benefits reasonably expected from the provision of appropriate medical treatment at another medical facility outweigh the increased risks to the individual from being transferred.
 - f) Mode of Medical Transport required to transport patient;
 - g) Type of equipment and personnel required for transport;
 - h) Name and city of hospital to which patient was transferred or transported;
 - i) Diagnosis by transferring Medical Provider;
 - j) Documents by transferring hospital
- 3) A copy of the memorandum of transfer shall be retained in the patient's medical record.

TRANSPORTS (DIAGNOSTIC/TESTING/PROCEDURES)

Transports (diagnostic/testing/procedure)

- A. The movement of a stable patient from a hospital to another hospital is not considered to be a transfer if it is the understanding and intent of both hospitals that the patient is going to the second hospital only for a procedure or testing.
- B. Medical Oversight- The Medical Provider shall determine and order the utilization of appropriate personnel and equipment for the transportation.
- C. Service Agreement- Prior to any patient leaving the hospital for diagnostic testing, Mangum Regional Medical Center must ensure that the hospital performing the

diagnostic testing has the capability to perform the ordered testing and has agreed to provide those services to Mangum Regional Medical Center Hospital's patients. This service agreement will be expressed in a:

- a) Purchased services contract,
 - b) Memorandum of understanding, or
 - c) Single patient service agreement
- D. Transport Procedure- Establish a receiving hospital, hospital department, diagnostic testing date and time.
- a) Verify the receiving facility has available space for the patient;
 - b) Verify the receiving facility has agreed to accept the patient and to provide appropriate supportive care during the diagnostic testing.
 - c) Arrange transportation in accordance with the Medical Provider order for the appropriate personnel and equipment for the transportation.
 - d) Mangum Regional Medical Center, shall send to the receiving facility all medical records (or copies thereof) related to the patient's medical condition including, at a minimum, the H&P, progress notes, consultations, vital sign flow sheets, medication administration records, results of diagnostic studies treatment provided, and the informed written consent or certification or copy thereof.

PATIENT RIGHTS

Patient Refusal of Transfer / Transport

A. Patient Rights

- 1) The patient has the right to refuse transfer and/or transport.
- 2) All reasonable steps are taken to secure the informed refusal of a patient refusing a transfer or a related examination and treatment or of a person acting on a patient's behalf refusing a transfer or a related examination and treatment.

Reasonable steps include:

- a) a factual explanation of the increased medical risks to the patient reasonably expected from not being transferred, examined, or treated at the transferring hospital;
- b) a factual explanation of any increased risks to the patient from not effecting the transfer; and
- c) a factual explanation of the medical benefits reasonably expected from the provision of appropriate treatment at another hospital.

B. Documentation

- 1) The informed refusal of a patient, or of a person acting on a patient's behalf, to examination, evaluation or transfer shall be documented and signed if possible by the patient or by a person acting on the patient's behalf, dated and witnessed by the Medical Provider or Primary Care

Nurse, House Supervisor/Charge Nurse, and placed in the patient's medical record

Performance Improvement

All patients requiring a transfer for a higher level of service will be reported to the Quality Committee (QC), Medical Staff Committee (MSC), and Governing Board (GB) on a routine basis.

REFERENCES

Department of Health and Human Services, Centers for Medicare and Medicaid Services. 42 CFR Part, 489.24, and 489.20. Medicare and Medicaid Programs; Hospital Conditions of Participation: Federal Regulations. Oklahoma State Appendix W

ATTACHMENTS:

NUR-024A Patient Transfer Form
NUR-024B Patient Transport Form

REVISIONS/UPDATES

Date	Brief Description of Revision/Change