

Holland Centre Patient Transfer to Tertiary Care Policy

Sunnybrook Health Sciences Centre		Policy No:	PC-0075
Title	Holland Centre Patient Transfer to Tertiary Care Policy	Original: (mm/dd/yyyy)	07/01/2003
Category	Patient Care	Reviewed: (mm/dd/yyyy)	
Sub-Category	Patient Flow	Revised: (mm/dd/yyyy)	11/18/2008
Issued By:	Patient Flow		
Approved By:	Interprofessional Quality Committee		

The Sunnybrook Intranet document is considered the most current.

Please ensure that you have reviewed all linked documents and other referenced materials within this page.

TABLE OF CONTENTS

POLICY STATEMENT

PROCEDURE

FOR 911 CALLS

Holland Centre Responsibilities

TRANSFERS

Unscheduled Transfer

Scheduled Transfers

PATIENT RETURN TO HC FROM BAYVIEW

APPENDICES AND REFERENCES

Appendix 1: Guideline for Staff to Accompany Patient (Unscheduled Transfer)

Appendix 2: Patient Transport Contact Information

Appendix 3: Calling 911 Quick Reference Guide: All Holland Units

Appendix 4: Calling 911 Quick Reference Guide: Transfer from Holland PACU to Bayview PACU Only

Appendix 5: Patient Transfer Flowchart

References

POLICY STATEMENT

Patients at Sunnybrook Health Sciences Centre (Sunnybrook) will have equitable access to clinical services and will receive the appropriate standard of care irrespective of their point of entry.

When a patient at the Holland Centre (HC) requires care that exceeds the ability of the service/staff at that site the patient will be transferred to a facility where their care needs will be met. The immediate care needs of the patient are the primary consideration when arranging a transfer; however, when safe, it is preferable to transfer HC patients to the Bayview campus.

The expectation for physician communications pertaining to this policy should adhere to the [College of Physician's and Surgeon's of Ontario's policy on transitions-in-care](#).

PROCEDURE

FOR 911 CALLS

When a patient cannot safely wait to be transferred to Bayview Campus, call 911. Staff at HC are responsible for arranging and expediting the safe transfer of the patient to the receiving facility Emergency Department. Responsibility for the patient will remain with the HC physicians and nurses until transfer of care takes place at the receiving facility.

The Medical Director-on-call may be contacted to facilitate the transfer of a patient if needed (416-480-4244)

Holland Centre Responsibilities

1. Need for an immediate patient transport, call 9-911 (see [Appendix 3 for Quick Reference Guide](#))
 - a. Unstable patient: if the patient is intubated or requires infusion of antiarrhythmic or vasopressors, highlight these details when describing patient condition. The 911 operator will tell you what level of ambulance and transfer personnel will be needed for the patient transfer (may include sending HC staff as a medical escort). See [Appendix 1](#) for guidelines on staff who might be required to accompany the patient.
 - i. If medical escort is required, ensure all necessary equipment, medications and corresponding medical orders are prepared for transfer
 - b. Patient requiring immediate aggressive interventions (for example cardiac arrest), request transfer to nearest Emergency Department suitable to care for patients clinical needs (may be Bayview campus)
2. Inform Holland Centre Security (Tel: 437-226-9609) to expect Toronto Paramedic Services (TPS) and direct them to the patient location
3. Health Records - Ensure a photocopy of the chart accompanies the patient. If the transfer timing does not permit photocopying, notify the receiving site Health Records supervisor/manager/ delegate that the original Sunnybrook chart has been dispatched with the patient.
4. Documentation: Update electronic medical record with transfer note.
5. Inform patient’s family.
6. After transfer occurs, it is at the discretion of the HC to contact the emergency physician at the receiving facility.

TRANSFERS

When a patient requires access to services not available at HC arrange a patient transfer.

Unscheduled Transfer

When an unanticipated change in patient condition requires timely, intensive medical/surgical intervention or monitoring that cannot be met at HC, arrange an unscheduled transfer.

A. Transfers from Operating Room or Post-Anesthesia Care Unit (PACU) to the Bayview Campus

Holland Centre Responsibilities

1. The Anesthetist with the OR Patient Care Manager (PCM)/Team Leader will contact Bayview Campus Patient Flow/Shift Manager (see table below) and, if clinically appropriate, the patient may bypass the Emergency Department (ED) and proceed directly to the allocated bed via Paramedic Services.

Monday – Friday 0700 to 1900	Patient Flow	416-480-4315 or pager via locating - Patient Flow pager 6469
------------------------------	--------------	--

Monday – Friday 1900 to 0700, Weekends, 24hrs Statutory Holidays, 24 hrs	Manager of Shift Operations	416-480-4325 or pager via locating - MSO page 1400
--	-----------------------------	--

2. The OR PCM, Operations Coordinator or OR/PACU Team Leader or delegate will arrange a patient transfer
 - a. Call Patient Transfer Access Centre (PTAC)/Ornge at 1-833-401-5577. You will be prompted to press the #5 option.
 - They will provide an MT number
 - b. Call the TPS Emergency Transfer Line: (416) 489-2111. Indicate that you are requesting an emergency transfer to another facility and provide the details of the transfer (see [Appendix 4](#) for OR/PACU-specific Quick Reference Guide).
 - Include patient status and accompanying escort
 - TPS may direct you to arrange for Ornge transport (1-833-401-5577) if required
3. A Physician or Anesthesia Assistant will accompany the patient as per [Appendix 1: Decision Guide for Staff to Accompany Patient \(Unscheduled Transfer\)](#).
4. Upon arrival at Bayview Campus, patient is taken (with the accompanying physician or anesthesia assistant) directly to the designated location (usually a PACU bay, could also be direct to OR) and physician handover is completed at bedside.
5. **Please note:** for transfers directly from Holland OR to Bayview OR, the Holland Surgeon will arrange an urgent OR with the Bayview OR.

Bayview Responsibilities

1. Patient Flow Specialists (PFS) or Manager of Shift Operations (MSO) will work with the appropriate services to secure a bed for the transferring patient. The PFS/MSO will consider:
 - Direct admission to service/ward/ICU
 - Critical Care Medicine (CCM) must accept any patient requiring direct admission to Level 2 or Level 3 care
 - If no ICU bed available:
 - Arrange direct admission to PACU Bay
 - Transfer a ward ready patient to Surgical Short Stay Unit (SSSU) temporarily to secure PACU bay
 - Transfer a patient being discharged to hallway to expedite transfer of PACU patient
 - Open a closed bed in Level 2/ Level 3.
 - a. Tory Trauma Program (TTP) PCMs (Monday to Friday) in collaboration with Patient Flow, to consider staff reassignment to open a closed ICU bed to accommodate patient (once accepted by CCM).
 - b. MSO (nights, weekends and stats) to consider staff reassignment if necessary to open a closed bed (D4ICU, CRCU, B5ICU, CVICU).

2. Nursing handover to be completed once transfer is confirmed and just prior to transport, when the patient is on route, or at the bedside if the nurse accompanies the patient
3. QuadraMed (QCPR) Update: PACU/OR Patient Administrative Partner (PAA) will update QCPR by selecting “transfer inpatient”

B. Transfers from Wards

1. In situations where a patient requires transfer from a ward:
 - a. Monday to Friday Days: Hospitalist and PCM/Team Leader will organize transfer.
 - b. After Hours and on Weekends: On-call Medicine, In-house Physician and Hospital Coordinator will organize transfer.
2. Physician to determine patient transfer service
 - a. If a physician deems the patient to be clinically stable enough for transfer by private stretcher vehicle
 - i. Call Voyago Health at 1-855-263-7163.
 - ii. Call Patient Transfer Access Centre (PTAC) at 1-833-401-5577. You will be prompted to press the #5 option.
 - They will provide an MT number
 - b. If physician determines that TPS is required for patient transfer
 - i. Call 9-911
 - ii. Arrange transfer as instructed by the 911 operator (see [Appendix 3](#) for a Quick Reference Guide)
 - iii. If the patient’s condition changes (i.e. becomes unstable) call 9-911 again and provide an update as patient may need to be transferred to the nearest ED rather than Bayview Campus.

3. Contact Patient Flow:

Monday – Friday 0700 to 1900	Patient Flow	416-480-4315 or pager via locating - Patient Flow pager 6469
Monday – Friday 1900 to 0700, Weekends, 24hrs Statutory Holidays, 24 hrs	Manager of Shift Operations	416-480-4325 or pager via locating - MSO page 1400

Provide:

- Patient information (Service, Level of Care required, accepting MD, isolation issues)
 - Sending unit, contact name and most direct number for ongoing communication
 - Expected time of arrival (ETA).
4. Contact appropriate consulting service at Bayview site. If patient stability permits, bed flow and consulting service may find a bed where patient could be directly transferred to Bayview. Identify an accepting physician.

- a. If appropriate and services are organized to address patient's medical/surgical issues at the Bayview site, advocate to ambulance staff of the plan to transfer to Bayview site.
 - b. If appropriate bed is not available at Bayview Campus, consider transfer to Bayview ED.
5. Inform Holland Centre Security (Tel: 437-226-9609) to expect TPS and direct them to the patient location
6. Health Records - Ensure a photocopy of the chart accompanies the patient.
 - a. Note: if the patient is being transferred to Bayview Campus, send the original chart
7. Documentation: Update electronic medical record with transfer note.
8. Inform patient's family.

Bayview Responsibilities

1. Patient Flow Specialists (PFS) or Manager of Shift Operations (MSO) will work with the appropriate services to secure a bed for the transferring patient. The PFS/MSO will consider:
 - a. Direct admission to service/ward/ICU
 - i. CCM must accept any patient requiring direct admission to Level 2 or Level 3 care
 - b. If no ICU bed available:
 - i. Arrange direct admission to PACU Bay
 - ii. Transfer a ward ready patient to SSSU temporarily to secure PACU bay
 - iii. Transfer a patient being discharged to hallway to expedite transfer of PACU patient
 - iv. Open a closed bed in Level 2/ Level 3.
 - a. Tory Trauma Program (TTP) PCMs (Monday to Friday) in collaboration with Patient Flow, to consider staff reassignment to open a closed ICU bed to accommodate patient (once accepted by CCM).
 - b. MSO (nights, weekends and stats) to consider staff reassignment if necessary to open a closed bed (D4ICU, CRCU, B5ICU, CVICU).
2. Nursing handover to be completed when the patient is on route or at the bedside if the nurse accompanies the patient
3. QCPR Update: PAA on receiving unit will update QuadraMed(QCPR) by selecting "transfer inpatient"
 - a. Please note, if the patient is received in the ED, the ED PAA will:
 - i. Select "discharge patient" from the HC unit
 - ii. Register the patient in the ED
 - iii. If the patient is to be admitted at Bayview, select "discharge reversal"
 - iv. Select "transfer patient"

Scheduled Transfers

When a patient has a schedule appointment (e.g. fracture clinic or imaging) and will be returning to HC on the same day arrange a scheduled transfer

Holland Centre Responsibilities

1. If a physician deems the patient to be clinically stable enough for transfer by private stretcher vehicle, call Voyago Health at 1-855-263-7163.
2. Call Patient Transfer Access Centre (PTAC) at 1-833-401-5577. You will be prompted to press the #5 option.
3. Health Records – Ensure the original chart accompanies the patient to Bayview. After hours, page the Health Records Manager on-call at 416-480-5744, pager 67517. The Manager will update the Chart Management System to reflect the change of location of the chart.
4. Documentation: Update electronic medical record with transfer note.
5. If the patient has a substitute decision maker, inform them of patient’s transfer.

PATIENT RETURN TO HC FROM BAYVIEW

When medically safe and appropriate, the patient can return to HC. Both the Bayview campus physician and HC physician must agree to the transfer to ensure that resources are adequate to safely care for the patient at HC.

APPENDICES AND REFERENCES



Appendix 1: Guideline for Staff to Accompany Patient (Unscheduled Transfer)

The makeup of a medical escort will be decided by TPS.

	Air Way Management	Fluid Res	Vasoactive	Monitoring Art/ ECG
Critical Care Paramedic or Paramedic With MD or Anesthesia Assistant	✓	✓	✓	✓
EMS & RN		✓	✓	✓
Professional judgement and comfort level will always be the final determinant				

Appendix 2: Patient Transport Contact Information

Call Type	Transport Organization	Contact Number
MT Number	PTAC	1-833-401-5577, option #5
Emergency (911)	TPS	911
Unscheduled Transfer	TPS	416-489-2111

Transfer (OR/PACU)	Orgne (critically ill or injured)	1-833-401-5577
Scheduled Transfer	Voyago Health	1-855-263-7163

Appendix 3: Calling 911 Quick Reference Guide: All Holland Units

Appendix 4: Calling 911 Quick Reference Guide: Transfer from Holland PACU to Bayview PACU Only

Appendix 5: Patient Transfer Flowchart

References

[College of Physician's and Surgeon's of Ontario's policy on transitions-in-care](#)