

**PROVINCIAL PATIENT TRANSFER SERVICES**

<b>Title:</b> Role of Patient Transfer Services and the Health Authorities in Patient Transfers			
<u>Reference Number:</u> 20180925/001	<u>Date Approved:</u> 2018/09/25	<u>Date Implemented:</u> 2018/09/25	<u>Next Review:</u> 2019/09/25

**1. Introduction**

**1.1. Purpose**

This document was prepared in collaboration with the Health Authorities and BC Emergency Health Services (BCEHS) to outline the role of Patient Transfer Services (PTS) in ‘assisting and supporting’ inter-facility patient transfers. PTS is comprised of two entities-- Patient Transfer Network (PTN) and BC Ambulance Services’ Patient transport Coordination Center (PTCC).

**1.2. Roles**

The role of PTN is:

- 1) Centrally coordinate patient referrals and ambulance transportation by connecting sending and receiving physicians, facilities and ambulance services.
  - PTN may coordinate other forms of transport as appropriate
- 2) Based on referral patterns that are established by the health authorities, PTN connects a facility that offers the required level of care closest to the patient’s home community
- 3) To facilitate and coordinate teleconferences between sending and receiving health care teams (including physicians or MRPs)
- 4) Provide clinical guidance and medical oversight of the transfer process as appropriate.
- 5) To liaise with facility access personnel to determine bed availability and notify the receiving facility of a patient transfer request
- 6) To provide a Triage level for patient acuity.

The role of BC Ambulance’s PTCC is:

- 1) To prioritize and coordinate BC Ambulance Service resources
- 2) Once the receiving facility confirms bed availability PTN will notify the sending facility and then pass the transfer onto BC Ambulance -PTCC to coordinate the transport logistics
- 3) PTCC is responsible for communicating the transfer plan (and any subsequent changes to the plan) to both the sending and receiving sites

The role of the health Authorities:

- 1) Partner with BCEHS to develop and continuously improve transfer processes
- 2) Create and maintain:
  - Non-refusal policies



- Referral patterns
  - Escalation processes
- 3) Log all applicable patient referrals with PTN at the outset
  - 4) Provide PTS with clear communication of the clinical needs of the patient
  - 5) If there are any changes in the patient's condition it is the sending facility's responsibility to inform PTN

## 2. Policy

### 2.1. Policy Statement(s)

N/A

### 2.2. Additional Policy Statements [as required]

N/A

## 3. Responsibilities

N/A

## 4. Related Documents

N/A

## 5. Definitions

MRP – Most Responsible Provider

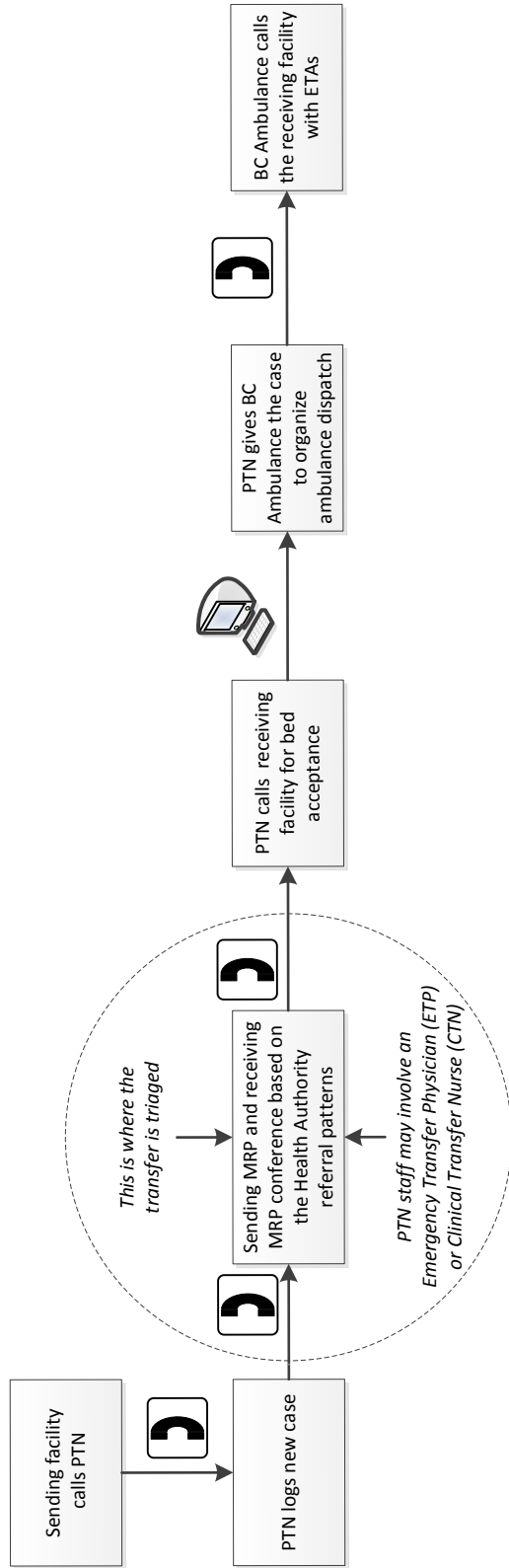
## 6. References

N/A

## 7. Appendices



**BCEHS: Process for LLTO + High Level of Care Inter-Facility Transfers and Repatriations**



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