

## Section 8.6: Emergency and Non-Emergency Transfers

### Medical Facility Transfers:

On occasion, a Medical Facility (examples include Beutel Health Center, the Human Clinical Research Building, an urgent care) will request that one of their patients be transported to one of the local emergency rooms for a higher level of care. These transfers will fall into one of two categories: emergent or non-emergent.

Below are the procedures for answering calls for service from Medical Facility employees:

1. Obtain key information as you would with any call.
  - a. If you have the caller's name or the department name in the facility, you do not need to ask for call back number as it is already in dispatch.
2. In addition to the first three questions, ask the caller "Is this call a result of an evaluation by a nurse or a doctor?"
  - a. If yes, select the **Transfer/Interfacility/Palliative Care (33)** card.
  - b. If the patient has not been evaluated by a nurse or doctor, treat the call as a normal 911 call, selecting a chief complaint from cards 1-32, giving PDIs/PAIs, as appropriate.
3. Dispatch unit as normal.
4. Attempt to give unit secondary information as soon as possible, especially if they are responding to Beutel from the station, as they will have a short response time.

Questions relating to name of doctor and phone numbers do not need to be asked or entered as information is already on hand.

If in-service units are unavailable and a call is received for a non-emergent transfer, advise the caller that units are unavailable and determine if the patient can wait. The caller should then advise whether the patient can wait or if an emergency response is needed. If so, CSFD should be requested for mutual aid.

Be aware that even if the Medical Facility staff is requesting a non-emergent response, ProQA questioning may cause the request for service to be an emergent response. In this case follow ProQA and send an emergent response.

In the event that the facility staff will not answer the questions asked, write an incident report and contact 805 after the call.