



STANDARD OPERATING GUIDELINE
SAN JUAN ISLAND EMERGENCY MEDICAL SERVICES
SAN JUAN COUNTY PUBLIC HOSPITAL DISTRICT NO.1

Scheduled Ambulance Transfers

SOG #
130-10

APPROVED: Chief Jim Cole

ISSUED
5/2/2010

PURPOSE

This guideline addresses the growing need to provide scheduled non-emergency transportation both on and off island for our district residents. It details various steps and roles needed to complete a scheduled non-emergent ambulance or fixed wing transport.

SCOPE

These guidelines are for use by San Juan Island EMS personnel when caring for individuals who require physician authorized scheduled transportation by stretcher. They do not cover the transportation of patients in a wheelchair or other assist device.

BACKGROUND

As more residents become infirmed and are being cared for on the island in their homes or in convalescent or assisted living facilities, there is a growing request for EMS services of the transportation of these patients. As our primary responsibility is emergency response and rescue and transport, these requests add to these responsibilities, but in and of themselves, are legitimate needs to be met in a fiscally prudent manner.

CRITERIA

- ALL non-emergent transports require a physician's written order certifying need for transport
- ALL non-emergent transports are stretcher only transports
- ALL non-emergent transports will be BLS only

GUIDELINE

- Request for transportation must come from a medical facility, physician's office, medial hospice or diagnostic lab.
- Request shall be made to the EMS Transport Coordinator (TC) via pager at 360-336-1717.
- If contacted by patient or family, they will be directed to speak with their physician, and that physician will make contact with the TC.
- Written order from Physician must be completed and signed prior to confirmation/approval of transport.

- TC will confirm physician authorization and complete or assure completion of all needed forms for billing and patient care.
- A Scheduled Transport Form will be completed and verified by the TC and include:
 1. Patient name, billing address/SSN/DOB/biographical information
 2. Exact address of pickup, drop, off and return location as appropriate including room numbers, and detailed driving locations if necessary.
 3. Gender, age, weight, infectious status, need for oxygen or other specific care needs
 4. Agreed upon dates/times
 5. Physician/agency authorizing transport including any billing information available
 6. Patient emergency contact
 7. Info. and any special instructions for patient.
- Upon completion and verification of all information needed above, the TC will contact the paramedic who will be on call during the transport, informing them of the details, and leaving a copy of the transport Form for them in their box.
- The TC will page out the opportunity via pager/radio and take all interested EMTs names. The TC will then assign the crew based on patient need on a rotating basis giving consideration to the patient's needs/safety first, weight, terrain, safe loading and unloading, and then to issues of seniority, rotation of willingness, etc.
- The TC will notify available EMT personnel of the pending transport and assign appropriate EMTs in configuration and numbers given the specific nature and needs of the transport. There must always be a minimum of two EMTs on each transport with sufficient experience and capability to handle all reasonably anticipate needs of the patient.
- The TC will then communicate the information needs, educate the EMTs as needed, and furnish them a copy of the Scheduled Transport Form, along with any other additional information or forms or maps needed to accomplish the transport in a safe and effective manner. This may include:
 1. A pre-printed detailed map of the roads to be taken.
 2. The Scheduled Transport Form
 3. Copies of the Physician's Authorization for Transport
 4. Printed ferry schedule
 5. Contact information for all involved, etc.
- Upon successful crew configuration, the TC will notify the care provider initiating the request, the receiving facility, and the patient to assure overall coordination and accuracy. The TC will request that the medical facility authorize a priority loading slip as necessary for the ambulance and any other vehicles needed.
- The Ambulance stationed at Roche Harbor will be utilized when possible, especially during peak season or when the two in-town ambulances are unavailable.
- Only one family member may ride in the ambulance with the patient, and must remain seated and seat belted at all times. At no time will a minor accompany the patient as the family member in the ambulance without the approval of the Chief.
- If a family member accompanies the ambulance off island is returning to the island, that passenger is responsible for their own ferry fare as a passenger.
- Off island transports will be only for the purposes described above and will not be allowed to make "side trips" to stores or non-medical appointments without the prior approval of the Chief.
- The Chief will be notified as needed.