

	POLICIES & PROCEDURES Number: 7311-60-006 Title: PATIENT/CLIENT ROAD TRANSPORTATION GUIDELINES
Authorization <input type="checkbox"/> Board of Directors <input checked="" type="checkbox"/> Senior Leadership Team <input type="checkbox"/> Vice President	Source: Patient/Client Road Transportation Committee Cross Index: Date Reaffirmed: Date Revised: October 25, 2000 Date Effective: October 7, 1997 Scope: SDH Agencies and Affiliates

DEFINITIONS

Interfacility transfer includes all transfers between hospital and non-hospital locations as identified in the attached Agencies list (Appendix A).

Escort includes the following:

Non-health care professional = family member, guardian, friend

Auxiliary health care worker = aide, technologist

LPN = Licensed Practical Nurse

RN = Registered Nurse

ALS = Paramedic (EMT-P)

BLS = Emergency Medical Technician (EMT)

1. POLICY

1.1. Saskatoon District Health shall use criteria (Appendix B) to guide decision-making on the appropriate mode of transport and escort.

1.1.1. Patients/clients will be accompanied by an appropriate escort as determined by the decision tree when being transferred between agencies for medical assessment or treatment.

1.1.2. Patients/clients less than sixteen (16) years of age require an escort.

1.1.3. The agency will utilize a patient transportation service authorized by Saskatoon District Health for transportation of patients not requiring ambulance services.

1.1.4. Since an involuntary patient/client is certified under the Mental Health Services Act of Saskatchewan, it is required that the patient/client be escorted by an appropriate health care worker or designate.

- 1.2. If there is any question or concern on the appropriate method of transport for the patient/client, the patient/client should be transported by ambulance. (Reference: *Guidelines for Interfacility Transfer of Patients, Sask. Health.*)

2. PURPOSE

- 2.1. To provide a consistent, standardized framework for staff to help decide the appropriate mode of transport and escort.
- 2.2. To provide information to frequently asked questions related to transportation and related costs.
- 2.3. To enhance quality decision-making among staff and ensure legal, safety and risk concerns are addressed.

3. PROCEDURE

- 3.1. Staff will assess patients/clients using the attached decision tree (Appendix B) when arranging for road transportation.
- 3.2. As much advance notice as possible should be allowed when booking transportation. Wherever possible, transportation shall be booked at least one day in advance of travel.
- 3.3. The day of travel, the patient/client should be re-assessed using the decision tree to ensure there have been no changes warranting a change in mode of transportation or escort.
- 3.4. Physician order may include mode of transport. If mode of transport is included in physician order and is inappropriate according to the established decision tree, the following process is to be followed:
 - 3.4.1. The Physician be contacted to indicate the appropriate method as determined by the decision tree;
 - 3.4.2. If the physician disagrees with decision tree guidelines, the patient/client is to be transported by the mode indicated by the physician order;
 - 3.4.3. Disputes to be forwarded to the Clinical Quality Council c/o General Manager Emergency/Pre-Hospital Services for follow-up.
- 3.5. Complaints:
 - 3.5.1. Patient/client complaints will be reviewed and vetted by the General Manager Emergency/Pre-Hospital Services and forwarded to the Client Representative and summarily to the Clinical Quality Council upon request.
- 3.6. Transportation/Ambulance Charges:
 - 3.6.1. Transportation/Ambulance charges are applied in the following manner (See Appendix C).
 - 3.6.1.1. The cost of transporting the patient/client from one hospital to another hospital within the Saskatoon Health District to a hospital within the city of Saskatoon for admission or tests is the responsibility of the Saskatoon District Health.

- 3.6.1.2. The cost of transporting a patient/client to hospital from his/her home and vice versa is the responsibility of the patient/client or guardian.
- 3.6.1.3. The cost of transporting a patient/client from hospital to a non-hospital facility within the city of Saskatoon is the responsibility of the patient/client or guardian except where the transportation is required to access the physician responsible for delivery of acute treatment (i.e.: SCH patient/client to private Doctor's office downtown). For this exception, Saskatoon District Health is responsible for the cost.
- 3.6.1.4. The cost of transporting a patient/client from hospital to a facility outside the city of Saskatoon is the responsibility of the patient/client or guardian with or without physician orders.
- 3.6.1.5. The cost of transporting a resident from a special care home to and from a hospital is the responsibility of the resident.
- 3.6.2. Patients/clients may have other methods of payment plans that may include coverage by:
 - 3.6.2.1. Blue Cross, MSI or Blue Cross GMS benefits**
 - 3.6.2.2. National Health and Welfare** who cover Treaty Indian patients/clients. Medical Services Referral Unit (780-5566) must be notified of the transfer and need to authorize the billing costs.
 - 3.6.2.3. Department of Social Services** for patients/clients who are receiving financial assistance. The ambulance company must be notified of the "Y" coverage and they will directly bill the Department of Health at 3475 Albert Street in Regina.
- 3.6.3. It is the patients/client's or family's responsibility to discuss transportation coverage with their personal insurance company or other agencies (i.e., SGI, Medical Services Branch, WCB, Blue Cross, MSI).
- 3.6.4. When the patients/clients or guardian is to be the recipient of the ambulance charge, whenever possible, they are to be actively involved in decision making with accompanying documentation and ensuring all other modes of transportation, are first explored, taking into consideration the condition of the patient/client.
- 3.6.5. If nursing, social work or medical staff choose to deviate from these stated guidelines, the cost for the decision will be the responsibility of that department.

APPENDIX A***Saskatoon District Health
Agencies***

<i>Hospital</i>	<i>Non-Hospital</i>
Royal University Hospital Saskatoon City Hospital St. Paul's Hospital	Borden Community Health Centre Delisle Community Health Centre MacNeill Clinic McKerracher Centre Mental Health Clinic Parkridge Centre Youth Services Home Care Central Haven Special Care Home Circle Drive Special Care Home Dalmeny Spruce Manor Care Home Extendicare Langham Senior Citizen's Home Larson House Calder Centre Lutheran Sunset Home Oliver Lodge Porteous Lodge Salvation Army Eventide Home Saskatoon Convalescent Home Sherbrooke Community Centre St. Ann's Senior Citizen's Village St. Joseph's Home Stensrud Lodge Sunnyside Nursing Home Warman Mennonite Special Care Home

APPENDIX B

Decision Tree

CRITERIA FOR DECIDING MODE OF INTERFACILITY TRANSPORT & ESCORT

“Does the patient require ...”

	Yes	No
A stretcher?		
*A mechanical lift to transfer from wheelchair?		
Oxygen therapy not part of their usual routine?		
IV (excluding saline locks) running and/or IV meds running?		
Cardiac or oximetry monitoring?		
Is patient at risk to self or to others? (i.e., violent behavior)		
Has patient received a medication within 30 minutes of transport that could adversely affect them during transport? (i.e., narcotic, 1st dose of antibiotic)		

* If transfer assistance is available at receiving site, ambulance is not required unless there is a YES response to any other question.

If NO to all above questions

If YES to any one question

AMBULANCE

“Does patient require ...”

Transport via wheelchair/
BRODA recliner?

If NO consider

If YES consider

PERSONAL VEHICLE
TRI-HOSPITAL COURIER
UNITED CAB
RADIO CAB
BLUE LINE

**TRI-HOSPITAL
SASKATOON HANDI VAN
UNITED CAB
ABILITIES BUS

** indicates ability to transport BRODA recliners

*Determine appropriate escort
if applicable
(See reverse)*

*Determine appropriate escort
if applicable
(See reverse)*

*Determine appropriate escort
if applicable
(See reverse)*

Non-Health Care Professional (i.e. family, other)	<input type="checkbox"/>
Health Care Professional:	
BLS	<input type="checkbox"/>
ALS	<input type="checkbox"/>
RN	<input type="checkbox"/>
LPN	<input type="checkbox"/>
Aide	<input type="checkbox"/>
Other	<input type="checkbox"/>

Criteria for Deciding Escort for Interfacility Transport

ESCORT CRITERIA <i>(all patients/clients under 16 years of age and all involuntary patients/clients require an escort)</i>	None	Non-Health Care Professional (i.e., family member)	Auxiliary Health Care Worker (i.e., aide)	LPN	BLS (EMT)	ALS (EMT-P)	RN
Patient requires no assistance;	4						
In case of multiple appointments, patient can transfer self between departments without assistance	4						
requires assistance		4	4				
Assistance with personal care is required at receiving site and an assistant is not available		4	4				
IV Saline Lock	4 if patient has been instructed what to do if IV dislodges	4 if patient and/or escort has been instructed what to do if IV dislodges.					
Patient requires: O ₂ not part of usual routine					4	4	4
Oropharyngeal suctioning					4	4	4
Deep tracheal suctioning						4	4
IV fluid monitoring					4	4	4
IV medication (in drip form) administration					Heparin and Blood	Lidocaine Heparin and Blood	4
Pulse Oximetry						4	4
Defibrillation						4	4 TMF
Cardioversion						4	4 TMF
Arterial Line							4
Cardiac Monitoring						4	4
Transcut. pacing						4	4 SNP
Transvenous pacing							4
Foley Catheter monitoring				4	4	4	4
Nasogastric Tube monitoring				4	4 (gravity)	4	4

Source: Scope of Practice Guidelines for Ambulance Personnel Guidelines for Interfacility Transfer of Patients, SASK HEALTH 1993.

TMF = Transfer of Medical Function

SNP = Special Nursing Procedure

APPENDIX C

Responsibility for Road Ambulance Charges

- I. Pursuant to the Ambulance Act Regulation Part II, the ambulance Operator shall charge the ambulance rates, as approved by the District Health Board, to the patient/client being transported. The current approved rate for MD Ambulance as of August 1, 2000 is \$250.00.
- II. The above statement covers all road ambulance transportation charges except the following:
- A. The cost of transportation from one hospital to another hospital within the City of Saskatoon is the responsibility of the Saskatoon District Health.
- III. The following table is a summary of responsibility for payment based on the origin and destination of the patient/client/resident as described in section 4.1.

ORIGIN/DESTINATION	RESPONSIBILITY FOR PAYMENT
One hospital to another hospital	Saskatoon District Health
A hospital to OR from own home	Patient/Client/Guardian
A hospital to a non-hospital facility within Saskatoon	Patient/Client/Guardian (see exceptions below)
A hospital to a facility outside Saskatoon	Patient/Client/Guardian
A Special Care Home to OR from a hospital	Resident