

**ACC.02.02** The hospital establishes criteria for admission to and discharge from units or departments providing specialized services.

### Continuity of Care

**ACC.03.00** The hospital provides continuous patient care services and coordination among health care providers.

**ACC.03.01** There is a qualified individual responsible for the patient's care.

### Discharge, Referral, and Follow-Up

**ACC.04.00** The hospital develops and implements a discharge planning and referral process based on the patient's readiness for discharge.

**ACC.04.01** The hospital's discharge process includes patient and family education related to the patient's ongoing need for continuing care, treatment, and services.

**ACC.04.02** The complete discharge summary is prepared for all patients and is included in the patient's medical record.

**ACC.04.03** Emergency care is documented.

**ACC.04.04** Medical records contain patient profiles.

**ACC.04.05** The hospital has a process for the management of patients who leave against medical advice.

### Transfer of Patients

**ACC.05.00** The hospital has a process to transfer patients to other health care organizations based on the patient's status and the hospital's ability to meet those needs.

**ACC.05.01** The receiving organization is given a written summary of the patient's clinical condition and the interventions provided by the hospital, and the process is documented in the patient's medical record.

### Transportation

**ACC.06.00** The hospital's transportation services comply with relevant laws and regulations and meet requirements for high-quality, safe transport.

## Standards, Intent, and Measurable Elements

### *Admission to the Hospital*

#### Standard ACC.01.00

Patients admitted to the hospital or who seek outpatient services are screened to identify if their health care needs match the hospital's mission, scope of care, and resources.

#### Intent of ACC.01.00

Matching patient needs with the hospital's mission, scope of care, and available resources depends on obtaining information on the patient's needs and condition through screening. Decisions to treat, to transfer, or to refer are made only after the results of screening evaluations are available.

Screening for patient needs and condition may be conducted through various means, including the following:

- Triage criteria in the emergency department or outpatient urgent/immediate care clinic
- Visual evaluation

- Physical examination
- Previous physical, psychological, clinical laboratory, or diagnostic imaging evaluations

The screening may occur at various points of contact, including the following:

- At a referring source (for example, primary care visit)
- During emergency transport
- Upon arrival at the hospital

If patients qualify for admission, their care needs are identified and prioritized. These needs may include the following:

- Preventive services
- Diagnostics services
- Curative or treatment services
- Rehabilitative services
- Palliative services

The patient is admitted to the service or unit that meets the patient's most urgent needs.

When the hospital does not have the clinical capability to provide the needed services, the patient is transferred, referred to, or assisted in identifying sources of services to meet their needs. The transferring hospital must provide and document stabilizing treatment within its capacity prior to transfer.

### Measurable Elements of ACC.01.00

1. Screening results determine if patients are accepted or admitted to the hospital, dependent on patient needs matching the hospital's mission, scope of care, and available resources.
2. Patients outside of the hospital's mission, scope of care, or available resources are assessed and stabilized within the capacity of the hospital prior to transfer.
3. The hospital transfers, refers, or assists the patient or family in identifying and/or obtaining appropriate sources of care if their needs do not match the hospital's mission, scope of care, or available resources.
4. Patients are admitted to the service or unit that meets their most urgent needs.
5. © Assessments and treatments completed prior to transfer are documented in a record maintained by the transferring hospital. (*See also* ACC.03.00, ME 4)
6. There is a process to provide the results of diagnostic tests to those responsible for determining if the patient is to be admitted, transferred, or referred.

## Standard ACC.01.01

Patients with emergent, urgent, or immediate needs are given priority for assessment and treatment.

### Intent of ACC.01.01

The hospital identifies which patients need emergent, urgent, or immediate care and prioritizes care.

Patients with emergent, urgent, and immediate care needs are identified and prioritized through the use of a recognized triage process, such as Emergency Severity Index or Canadian Triage and Acuity Scale. Staff responsible for identifying and prioritizing patient needs are trained in the selected triage process.

The triage process includes early recognition of the signs and symptoms of communicable diseases. Patients identified as having, or suspected of having, potential communicable diseases are segregated and/or isolated.

The triage process includes identifying patients who require clinical observation. The clinical observation period allows appropriate clinicians to determine whether a patient requires admission or is safe to discharge from the hospital. There is a defined process for clinical observation prior to admission to or discharge from the hospital.