

The condition and status of the patient determine the required qualifications of the staff member monitoring the patient and the type of medical equipment needed during transfer.

The hospital evaluates the quality and safety of the transfer process to ensure that patients are transferred with qualified staff and the correct medical equipment for the patient's condition.

The patient transfer process specifies the following:

- How and when responsibility is transferred between providers and organizations
- Criteria for when transfer is necessary to meet the patient's needs
- Who is responsible for the patient during transfer
- Qualifications of the staff caring for the patient during transfer
- What medications, supplies, and medical equipment are required during transport
- Follow-up mechanism that provides information regarding the condition of the patient during transfer and upon arrival to the receiving organization
- What is done when transfer to another source of care is not possible

Measurable Elements of ACC.05.00

1. ① The hospital develops a written transfer process based on patients' needs for continuing care and ensures that the receiving organization meets the needs of the patient to be transferred. (*See also* ACC.02.02, ME 4; ACC.03.00, ME1; GLD.06.00, ME 4)
2. The transfer process addresses how and when responsibility for continuing care is moved to another provider.
3. The transfer process identifies who is responsible for monitoring the patient during transfer and the staff qualifications required for the type of patient being transferred.
4. The transfer process identifies the medications, supplies, and medical equipment required during transport.
5. The transfer process addresses a follow-up mechanism that provides information about the patient's condition upon arrival to the receiving organization.
6. The transfer process addresses the situations in which transfer is not possible.

Standard 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.

Intent of ACC.05.01

To ensure continuity of care, patient information is transferred with the patient.

The receiving organization needs to understand any patient care provided before and during transfer. Without this information, there is a risk that vital patient information will not be communicated or that interventions, treatments, or medications are repeated or omitted. A copy of the written clinical or discharge summary is provided to the receiving organization with the patient. The patient's medical record contains documentation of the transfer.

The written clinical or discharge summary includes at least the following:

- Patient's clinical condition or status
- Procedures and other interventions provided
- Patient's continuing needs and reason for transfer

The transfer documentation includes the following:

- Name of the health care organization and the name of the individual agreeing to receive the patient
- Reason(s) for the transfer

- Any serious changes in the patient's condition or status during transfer
- Any other documentation required by hospital policy (for example, a signature of the receiving nurse or physician, the name of the individual who monitored the patient during transport)

Measurable Elements of ACC.05.01

1. ① A written clinical summary is transferred with the patient and includes at least the following:
 - Patient's condition or status
 - Procedures and other interventions provided
 - Patient's continuing needs and reason for transfer
2. ② The transfer documentation includes at least the following:
 - Name of the service provider and the name of the individual agreeing to receive the patient
 - Reason(s) for the transfer
 - Changes in the patient's condition or status
 - Other documentation required by hospital policy

Transportation

Standard ACC.06.00

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

Intent of ACC.06.00

Patients may require transportation at the time of discharge or transfer; the hospital is responsible for assessing patients' transportation needs and arranging safe transportation when necessary.

Assessing patients' transportation needs and ensuring safe transportation for those patients who require assistance is the hospital's responsibility. Transportation services may be provided by the following:

- Hospital-owned service
- A contracted transportation service
- The Ministry of Health
- Other entity

The hospital has a process for assessing patients' transportation needs at the time of discharge or transfer. A patient's transportation needs may change from admission to discharge. Examples of these changes may include change in their physical or mental condition or use of sedation during a same-day procedure.

The required equipment, supplies, and medications for transport are determined by the type of patient and the patient's condition at the time of transport. The hospital determines the staff qualifications and level of monitoring required based on the type of patient and the patient's condition at the time of transport.

The hospital identifies transportation situations that have a risk of infection and implements strategies to reduce infection risk.

The hospital ensures that transportation services meet all applicable laws and regulations related to their operation, condition, and maintenance. The hospital evaluates the quality and safety of transportation, including complaints about the transportation services.

Depending on hospital policy and the laws and regulations of the region, the cost of the transportation may or may not be the responsibility of the hospital.

The hospital has a process to evaluate transportation needs of its patients. This includes the following:

- Identifying which patients require transportation