

PC.39.5 There is a written acceptance for transfer of responsibility for the patient's care by the receiving provider/organization.

PC.39.6 The hospital communicates with all potential receiving organizations and necessary arrangements are made whenever applicable.

Standard Intent:

Transferring a patient to an outside organization is based on the patient's status and need for continuing health care services. Transfer may be in response to a patient's need for specialized consultation and treatment, urgent services, or less-intensive services, such as sub-acute care or longer-term rehabilitation. Criteria help to identify when a transfer is necessary in order to ensure that the patient's needs are met.

PC.40 The hospital ensures safe transportation of patients during transfer to other organizations.

PC.40.1 The most responsible physician assesses the transportation needs of the patient according to his condition.

PC.40.2 Transportation needs of the patient are communicated to the relevant staff.

PC.40.3 The transportation is provided promptly and safely in emergency cases (e.g. trauma, or cardiac emergency).

PC.40.4 The most responsible physician ensures that all patient's health needs during transportation are met.

PC.40.5 Adequate equipment and supplies are available during transportation.

PC.40.6 A qualified staff member accompanies the patient during transportation.

PC.40.7 The patient is monitored as appropriate during transfer.

PC.40.8 Handover is completed to staff at the receiving organization.

Standard Intent:

Transferring a patient directly to another health care organization may be a brief process with an alert and talking patient, or it may involve moving a comatose patient who needs continuous nursing or medical oversight. In either case, the patient requires monitoring and may need specialized medical technology, but the qualifications of the individual doing the monitoring and the type of medical technology needed are significantly different.

Thus, the condition and status of the patient determine the qualifications of the staff member monitoring the patient and the type of medical technology needed during transfer.

A consistent process for how patients are transferred from one organization to another is required to ensure that patients are transferred safely. Such a process addresses

- how responsibility is transferred between practitioners and settings;
- criteria for when transfer is necessary to meet the patient's needs;
- who is responsible for the patient during transfer;
- what medications, supplies, and medical technology are required during transfer;

- a follow-up mechanism that provides the condition of the patient during transfer and upon arrival to the receiving organization; and
- What is done when transfer to another source of care is not possible?

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

PC.41 The receiving organization of a transferred patient receives the necessary information for continuity of care.

PC.41.1 A summary of the patient's condition (e.g., a discharge summary) is sent with the patient to the receiving organization. The summary includes:

PC.41.1.1 Reason for the patient's admission.

PC.41.1.2 Patient diagnosis.

PC.41.1.3 Brief summary of hospitalization and services provided (therapies, consultations, procedures to date).

PC.41.1.4 Medication list and time of last dose(s) given.

PC.41.1.5 Patient condition and physical status at the time of transfer.

PC.41.1.6 Rationale for transfer.

PC.41.1.7 Results of the patient's diagnostic investigations (e.g., laboratory and radiology).

Standard Intent:

To ensure continuity of care, patient information is transferred with the patient. A copy of the discharge summary or other written clinical summary is provided to the receiving organization with the patient. The summary includes the patient's clinical condition or status, the procedures and other interventions provided, and the patient's continuing needs.

PC.42 The hospital ensures the continuity of care after discharge or referral.

PC.42.1 Whenever required, follow up appointments are arranged for the patient prior to discharge.

PC.42.2 The patient receives information on how and when to re-access health and supportive services when required.

PC.42.3 The hospital provides a discharge summary for all inpatients upon discharge.

PC.42.4 A copy of the discharge summary is kept in the patient's medical record.

PC.42.5 A copy of the discharge summary is given to the patient.

PC.42.6 As appropriate, a copy of the discharge summary is provided to the healthcare provider responsible for the patient's continuing or follow-up care.

PC.42.7 The discharge summary is complete and typewritten.

Standard Intent: