

Medicine Transfers – Overview of Process, Escalations, and Cancellations

Patients admitted and boarding in the ED:

- ED Transfer Provider will reach out to inpatient team to confirm patient can be transferred
- Medicine team **front line provider will give sign out to Central Hospitalist** (transfer center will call you to connect this call)
- Medicine team **continues to care for patient until patient is transferred** to accepting hospital
- MSH team will document a “**transfer note**” - No discharge summary required
 - This should include summary of hospital course, significant findings/events, procedures performed, treatments rendered and complications, and patient condition at time of transfer
- For any questions regarding status of transfer – Reach out to ED Transfer Provider (8:30 AM-8:30 PM 7 days/week) or Medicine Transfer PA (7:00 PM- 7:00 AM M-F)
 - Amion – “Hospitalist/ ADS Medicine NP – MSH” – “ED Throughput/Transfer Provider”
 - Amion – “Hospitalist/ ADS Medicine NP – MSH” – “Night Medicine Transfer PA”

Patients admitted and listed for transfer simultaneously:

- ED Transfer Provider alerts MAPA that patient is listed for transfer
- **MAPA will triage to ADS instead of teaching if appropriate.** If patient meets exclusion criteria for ADS, they will be triaged to teaching. Transfer can proceed.
- **Medicine team to take over care until patient is transferred** to accepting hospital
- Medicine team can follow usual protocol and evaluate the patient in the time frame they generally evaluate new patients. If patient was not evaluated by attending prior to transfer, or if a full H&P was not yet done, it will be done at accepting facility. A “**brief transfer note**” is required.

Medicine team wants to CANCEL a pending transfer:

- **Reach out to ED Transfer Provider or Medicine Transfer PA**
- Alert them that you would like to cancel the transfer
- Transfer provider will update transfer center (either via EPIC chat or phone call) and **transfer center can re-connect central hospitalist to medicine team to confirm reason/need for cancellation**
- Once need for cancellation is confirmed:
 - Transfer Provider will **cancel the “ED Transfer to Another Facility” order** and **CALL THE TRANSFER CENTER (212-241-5602)** to ensure closed loop communication
 - If there is no Transfer Provider or the team is unable to confirm closed loop communication with the Transfer Provider: Medicine team should **CANCEL the “ED Transfer to Another Facility” Order** and **CALL THE TRANSFER CENTER (212-241-5602)** to ensure closed loop communication

Escalations:

For any issues with pending transfers or questions about the process - escalate to Atara Nissel (917-364-0810), Samantha Reichenbach (516-603-6000), Dr. Maria Reyna (718-974-2570), Preston Yu (646-369-8450), or ED Administrator on Call