

# MSH Emergency Department

## MSHS Load-Level Transfer Program

### Transfer Provider Manual: Daily Schedule Overview



#### Transfer Provider Role Overview – Daily Schedule

All patients being admitted to the hospital should be considered for transfer to expedite bed assignment and decrease boarding time in the Emergency Department.

- Log in to centralized **zoom phone**
  - Log in to Zoom application
    - PAs: log in using MSH log in
    - Residents: log in with the following credentials
      - Email: [MSHtransferprovider@gmail.com](mailto:MSHtransferprovider@gmail.com)
      - Password Transfer123!
  - Click “More” > “Phone” > “Receive queue calls” > Toggle on “Transfer Provider @ MSH ED”
- Put your name and Transfer Provider number (929-658-9026) on the **ED Trackboard**
- Start **EPIC chat** with the attending on call (AOC on Qgenda), Atara Nissel, Samantha Reichenbach, and the MAPA (found on amion)
  - Let MAPA know in the chat when you list a newly admitted patient for transfer (specifically patients that do not yet have team assigned)
- Pick up **“Transfer Provider” iPad** from the BA cabinet behind the Triage desk
- **Log onto Palantir** platform (mshs.palantirfoundry.com) and sign in with your MSH credentials
- Using Palantir, **approach all level-loading eligible patients and HAH eligible patients**
  - If a patient consents, start EPIC chat with inpatient team to confirm no contraindication to transfer
  - **Place “ED transfer to another facility” order** in EPIC
  - Consent the patient and give forms to the BA
  - Start EPIC chat with “MSH transfer center” and “CCC Throughput” informing them of patient being listed for transfer and a phone number for sign out
  - Fill out **transfer bundle** once accepted
  - If a patient consents to HaH, click on the house icon on the epic trackboard and place the referral. Can follow up with “Hah Referral” group via epic chat
- Round with ED attendings and midlevels throughout the day to discuss potential transfer candidates
- Participate in **transfer huddle** with EMS and Charge RN when EMS arrives
  - Check vitals signs, confirm hospital and bed assignment

# MSH Emergency Department

## MSHS Load-Level Transfer Program

### Transfer Provider Manual: Daily Schedule Overview



- **Sign out** all pending transfers to overnight transfer provider
  - Medicine covers transfers overnight 7 PM - 7 AM 5 days a week (no coverage on Saturday or Sunday nights)
  - Can find provider on AMION under “Hospitalists” > “Night Medicine Transfer PA”
  - Epic chat the provider with any pending tasks and add them to any open chats with the transfer center
  - If there is no transfer provider coming on, make sure the primary team is aware of what is left to be done
- **Return Transfer Provider iPad** to BA cabinet and connect charger