

NCCH Universal Acceptance Agreement

Objectives:

- To improve service to referring physicians by limiting the number of internal physicians communicating on the transfer line while also maintaining patient safety
- Provide appropriate and timely care for the patients of North Carolina who need our hospital and services

Personnel:

Major physician groups: PAC/Hospitalist, PICU, ED

Others affected: Nursing supervisors, CAC, Surgery services

Agreement:

Physicians of the major groups are able, within the bed capacity, to initially accept patients regardless of anticipated admitting service, level of care or diagnosis.

We agree upon the following processes for managing incoming transfer calls:

- Transfer Call
 - o Initial physician contacted collects history and any relevant information including vital signs, weight, treatments, and pertinent studies
 - o Physician communicates patient acceptance to the transfer center and referring physician
 - o Physician discusses transport plan
- Documentation
 - o If PAC or PICU physician is the physician receiving transfer request, they complete the appropriate Epic documentation for an incoming patient when chart created (.pactransfer) regardless of service the patient is placed on
 - Test Baby Boo chart can be utilized if no chart exists at the time of the call, or can wait until chart created
 - o If ED physician is physician on the call, notes will be recorded using the handwritten ED form for later verbal sign-out to receiving team
- Patient Placement
 - o Following acceptance, transfer call physician will contact physician in targeted unit or level of care to discuss details of the case and reach agreement about level of care and unit
- Accepting Physician
 - o Initial physician contacted will notify transfer center of updated service and new accepting physician
 - o If new accepting physician and would like more information or immediate updates, they can call the transfer center (4-2000) and reconnect with the sending provider
 - o Further discussion of patient status will be communicated to physician in final determined unit/level of care per usual process by transfer center

Helpful resources:

NCCH Admission/transfer guideline

Process Owner: Ashley Sutton

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