
CMC Emergency Department

Non- Medical Transport to Atrium Health Mercy from Atrium Health's Carolinas Medical Center

Purpose: To execute safe and prompt admission transfer of patients who meet inclusion criteria for medical and surgical conditions/procedural needs via non-medical transport. This document details the non-medical transport process utilizing Atrium Health Shuttle Service and privately owned vehicle (POV).

Date Effective: 16 Mar 2022; 5 July 2022; 24 Oct 2022; 13 Mar 2023 (UPDATED)

Situation: Hospital facilities in our region continue to experience significant limitations in hospital capacity and delays in transportation for patient transfer which impedes the delivery of needed interventions/medical treatment and impacts operational workflows. An opportunity to utilize alternative methods of transportation exists to expedite needed care.

Provider Process: Patients are identified by ED Providers and consulted to the appropriate team attending physician via the [CMC ED Single-Call Surgery Consultation and Admission Pathway](#) and [Single Call Medicine Admission Pathway](#) guidance documents.

- The decision to transfer by non-medical transport will be determined considering, but not limited to:
 - The patient must have an appropriate examination leading to diagnosis and the consulting physician/team must have access to all relevant data – including the opportunity for further physical examination performed either face-to-face by a member of the team or by virtual/telecommunications if required
 - Additional documentation entered in the patient's electronic medical record must be sufficient that attests to the reason for transfer and confirmation that two (2) providers (APP or MD) have discussed the case and reached agreement that the patient is safe for shuttle or POV transfer (.SHUTTLEPOVTRANSFER)
 - POV transport personnel must be appropriate for the kind and nature of transportation required (see exclusion criteria)
- Patient will review and sign the [Declination of Medical Transport form](#). The signed form will be electronically scanned into the patient's medical record by the secretary per standard process.
- Provider/SCM completes Transfer Center Request (within *Mode of Transport requested*: selects 'Facility Arranging Transport' for Shuttle utilization or "Car / Private Vehicle" for POV)
If transport method changes thereafter, send secure chat to **Atrium PCL Physician Connection Line updating this change and any needs (e.g., ALS transport, cancel MedCenter Air, etc.)

Patient Exclusion:

- Sedation or clinical status that prevents safe transportation
- Unstable vital signs
- Supplemental oxygen requirement >6 lpm
- Need for telemetry/cardiac monitoring
- Patients receiving IVF/medication drips (PRN adapter is permissible)
- Behavioral health condition that prevents or threatens safe transportation
- Preference for ambulance transport by patient, family, or medical care team
- Provider/care team discretion
- (If shuttle) Requiring stretcher/gurney transport (ability to self-transfer preferred, not required)
- (If POV) Lack of reliable transportation

Hours of Operation:

- Patients may elect transport via **AH Shuttle** between the hours of 7a-10p Sun – Sat as long as a clean and ready bed has been assigned (or patient has been accepted in PACU)
 - Between the hours of 7am-5pm the patient will arrive through the AH-Mercy front entrance
 - Between the hours of 5pm-10pm the patient will arrive through the AH-Mercy ED entrance
 - The patient will be escorted to Pre-Op/directly to the assigned room if admitted and be registered
- Patients may elect transport via **POV** 24 hours per day, Sun-Sat as long as a clean and ready bed has been assigned (or patient has been accepted in PACU)
 - Between the hours of 5am-5pm the patient will present to the AH-Mercy front entrance
 - Between 5pm-5am the patient will present thru the AH-Mercy ED entrance
 - The patient will be escorted to Pre-Op/directly to the assigned room if admitted and be registered

ED Nurse Process:

- Nurse will receive notification of patient assignment (e.g., pre-op or floor/room)
- Nurse will notify Pre-Op or floor nurse to provide report per standard process
- Patient to receive [Atrium Health - Mercy FAST PASS \(for Patient\)](#) and refer to document
- Ambulatory (shuttle) or wheelchair transport request is initiated by completing the Passenger Services Request Form via <https://mmweb.carolinas.org/>, clicking “Passenger Services”, entering the Atrium Health username/password, and completing the required fields including the last 5 digits of site cost center.
- Staff may notify (704) 512-7920 to confirm receipt or inquire regarding status

Shuttle Team Process:

- Shuttle arrival to final destination is expected within 45 minutes
- Shuttle Teammate will arrive to ED treatment area and obtain patient face sheet for transport
- Patient will be escorted with belongings in wheelchair to shuttle with up to one additional passenger, if applicable
- Transportation of any age child with parent/guardian (and other family members if needed) is permitted and while car seat is not required, recommend parent elect to install personal car seat into Shuttle for transport (**Teammates may only assist in installation if “Child Safety Seat Certified”)
- Shuttle Teammate will make call-ahead notification to the appropriate unit with estimated arrival time
- In the event of a medical emergency, Shuttle Teammate will follow standard emergency response procedure

Patient arrival after 5pm:

- Patient enters via the ED and is registered in the ED registration area
- Transport to escort patient via wheelchair to pre-op or floor/room, notifies unit charge nurse upon arrival, verifies room number, and delivers patient to inpatient room.
- Transport ensures patient is safely in chair (with wheels locked) or in bed (in low position with wheels locked) and provides patient call bell so patient can contact RN if needed

Receiving RN Process:

- Receiving RN or Charge nurse receives report from ED RN per standard process
- Verifies correct room assignment when transport arrives to unit with patient
- RN and/or HCT enters patient’s room within 10 minutes of patient arrival to room orientation and to complete admission process
- If the patient does not arrive within 45 minutes of receiving news of patient transferring by POV or shuttle the receiving nurse should immediately call the transferring facility/unit to verify patient status and prioritize patient safety. If no change in admission status/plan, the receiving nurse should secure chat the admitting MD and advise that the patient is still pending arrival.

Additional Information:

[CMC ED Single-Call Surgery Consultation and Admission Pathway](#)

[Single Call Medicine Admission Pathway](#)

[Declination of Medical Transport to Atrium - Mercy from Atrium Health's Carolinas Medical Center](#)

[Atrium Health - Mercy FAST PASS \(for Patient\)](#)

Questions can be directed to Site Medical Directors, Christian Schulz, PA-C, Donan Chicot, Jennifer Bostian and for any immediate needs: the MedCenter Air Communications Dispatch Center: 704-512-7920

Key words: non-medical transport, shuttle, privately operated vehicle (POV), Mercy, Surgery, FAST PASS

Developed: C. Schulz, PA-C, E. Eaddy, C. Neagle, RN, MSN, H. Nagarji, RN, CNL,
Donan Chicot & Caleb Ivey (Guest Services), Jennifer Bostian (MCA)
Approved by: GCM Clinical Leader, Mobile Medicine Leadership, Site Medical Directors
Date: 10 Mar 2022; 5 July 2022; 24 Oct 2022; 13 Mar 2023; 9 Jan 2024 (UPDATED)