

Transfer Center Services

TRANSFER REQUESTS

- Physician consultation, transfer of trauma patients and other patients with emergency medical conditions are facilitated 24 hours a day.
- Nonemergent transfers are managed on a case-by-case basis Monday through Friday, 8 A.M. to 4 P.M.

COORDINATION OF TRANSPORTATION

- Our Stanford Hospital and Clinics (SHC) Communication Specialist can help you arrange:
 - Ground ambulance: BLS, ALS, CCT
 - Air ambulance: fixed wing and helicopter
 - Specialty transport: IABP, LVAD, Critical Care and Trauma

“ONE PHONE CALL” ADVANTAGE

Accessing our complete line of specialty inpatient services only requires one call to the Stanford Transfer Center. Our Communication Specialist will initiate the process of the transfer request and ask for the following information:

- Referring hospital name, phone number, and fax number
- Referring physician name and contact numbers
- Patient name, age, diagnosis, and type of specialty care or service requested



TRANSFER CENTER PROCESS AT SHC

- A hospital representative or physician calls the Transfer Center expressing interest in transferring a patient to Stanford Hospital and Clinics.
- The Communications Specialist at the SHC Communications Center will locate the appropriate SHC attending physician on call and facilitate a recorded conference call between the referring and accepting doctors to establish a preliminary clinical picture. A Transfer Center nurse (TCRN) will be included in the phone call to assist in a timely evaluation and will collect pertinent clinical information as needed.
- Once a patient is accepted for transfer by an SHC attending physician, the patient's medical profile and history will be evaluated further by the TCRN. The TCRN will be working with SHC physicians, as well as your sending facility, to access the following information:
 - Clinical presentation obtained via a detailed clinical report from the bedside nurse
 - Level of care required
 - When appropriate, identification of closer facilities capable of providing the services required
 - Insurance, eligibility, and authorization for transfer (*Note: This verification is waived for all patients who meet EMTALA criteria.*)

Once a patient has been cleared by the Transfer Center, an inpatient hospital bed with the appropriate level of care will be secured by arrangement through the Nursing Supervisor at SHC. A final decision on acceptance will be based on overall capacity, ICU census, OR cases, trauma, other pending transfers, and in some cases, physician preference.



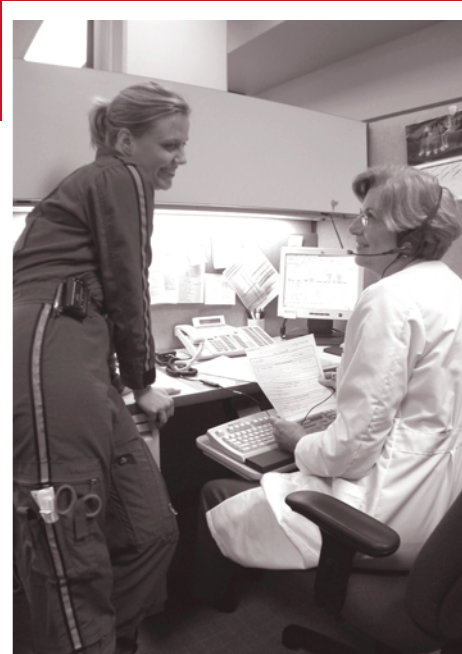
Mode of transport to SHC can be arranged once variables such as distance, level of care, and the need for specialized team members and equipment have been evaluated. Every attempt will be made to facilitate your request and accommodate the patient.

IMMEDIATE RESPONSE BY SPECIALIZED TEAMS

Mode of transport is determined by the sending physician and can be adjusted based on patient acuity.

When Stanford's medical team of specialized nurses is asked to respond, either by ground or by air ambulance, Stanford is extending its state-of-the-art clinical capabilities. Our specialized critical care teams are supported by patient care protocols derived from evidence-based medicine, and overseen by a board certified emergency medicine attending physician. This assures the physician and family that the immediate care provided will maximize the best outcome possible.

Each nonemergent transfer is individually evaluated. Sometimes, however, demand can exceed capacity. Whenever possible, the Stanford Transfer Center will offer guidance in finding a suitable alternative if we are unable to accept a request for transfer.



Stanford Patient Transfer Center

CLINICAL SERVICES AVAILABLE AT STANFORD HOSPITAL AND CLINICS

Cardiology (*interventional, arrhythmia and medical services*)
Cardiovascular surgery
Critical care medicine
General surgery
Head and neck surgery
Interventional radiology
Neurology
Neurosurgery
Microvascular and hand surgery
Oncology
Oral and maxillofacial surgery
Orthopedic surgery
Pain Management Center
Pulmonary medicine
Plastic and reconstructive surgery
Stroke Center
Level 1 trauma center (*adult and pediatric*)
Thoracic surgery
Transplant:
 Heart, lung, heart-lung
 Kidney, kidney-pancreas
 Liver
Urology
Vascular surgery
Ongoing investigational and research protocols

STANFORD PATIENT TRANSFER CENTER

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**For any customer service related issues,
please call (650) 725-4829.**



*One point of contact
for efficient transfer to
Stanford University Medical Center*