



# Rancho Los Amigos National Rehabilitation Center

## ADMINISTRATIVE POLICY AND PROCEDURE

**SUBJECT: PATIENT TRANSPORTATION & TRANSFERS**

**Policy No.: B603**

**Supersedes: August 2, 2017**

**Revision Date: July 14, 2022**

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### **POLICY:**

Medical Center staff shall facilitate transportation arrangements for admissions, discharges, and transfers.

### **PURPOSE:**

To provide guidelines for facilitating transportation of patients who do not have means of transportation.

### **GUIDELINES:**

#### 1. Admissions:

- A. It is customary that patient transportation from another facility or home for the purpose of admission is the responsibility of the referring facility or the patient. However, if the referring facility or patient is unable to provide transportation, Centralized Admissions and Referral Office (CARO) will assist in expediting transportation. No admission should be canceled for lack of transportation.

#### 2. Inter-hospital Transfers:

- A. Transportation of inpatients to another County facility with self-pay, Medi-cal restricted, HPE or Medi-cal is arranged and scheduled thru the Medical Alert Center/MAC by the physician with the assistance of the unit nursing staff or case manager. Transportation of inpatients to another County facility with LA Care or HealthNet is arranged and scheduled through arranged and scheduled through their insurance company.
- B. Transportation for inpatients with Medicare or Insurance to a private facility is arranged and scheduled by the physician and unit nurse staff or case manager. NOTE: Case manager should review benefit coverage to determine payment eligibility for transportation and only use County transportation if no other options are available.
- C. CARO staff will work with other facility to expedite transportation back to Rancho.
- D. There must be a written order from a physician for all Interhospital transfers.

#### 3. Patients to be Discharged to another Medical Facility:

If a patient has a DNR order and is being discharged to another medical facility, the following documents must be provided to the ambulance attendants and the receiving facility:

- Copy of DNR order or POLST if available.

EFFECTIVE DATE: January 1982

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

- Copy of the progress note in which the reason for the DNR is documented  
Should the ambulance attendants decline to transport the patient on a DNR status in spite of receiving a copy of the DNR order, contact the Medical Alert Center (MAC) immediately at (323) 887-5410.

Inform the MAC that the ambulance attendants will not accept copies of or agree to comply with the DNR order. Except in an emergency, do not send the patient with the ambulance attendants if they will not accept and agree to comply with the DNR order.

4. Discharge Transportation:

Prior to discharge the Medical Case Worker/Social Worker and Case Manager will discuss transportation options with the patient.

- A. For patients being discharged within Los Angeles County, the Medical Case Worker/Social Worker and Case Manager will determine the most appropriate and cost-effective transportation.
- B. Patients admitted from another county, state or country must have a discharge and transportation plan in place prior to admission. This plan must also include transportation for any necessary post discharge follow-up visits. NOTE: The CARO Community Liaison Nurse will explore all discharge transportation options with the patient or his/her representative prior to admission and ensure discharge transportation are arranged prior to admission.
- C. For any patient admitted from another Los Angeles County facility whose discharge plan is out-of-county, state or country, the Social Work Department will follow established guidelines for requesting approval from administration.
- D. After hours discharges requiring County transportation can be approved by the Hospital Charge Nurse.
- E. Patients requesting an appointment who do not have transportation or any coverage to pay for transportation are to be referred to the Social Work Department. The Social Work Department will evaluate patient's resources and transportation options.

**REFERENCE:** County of Los Angeles, Department of Health Services EMS Agency Policy No. 815, Honoring Pre-hospital Do-Not-Resuscitate (DNR) Orders.  
Department of Health Services, Medical Alert Center, Policy No. 230  
Department of Health Services, Policies 373 and 373.1

SM/AS 7/14/22