

HARBOR-UCLA MEDICAL CENTER

SUBJECT: WHEELCHAIR SERVICE TO HOSPITAL-BASED
OUTPATIENT CLINICS

POLICY NO. 348

PURPOSE

To outline location of wheelchairs for patient use and wheelchair service, as needed.

POLICY

Wheelchair service will be provided by the Nursing Escort-Courier Service for non-ambulatory patients scheduled for hospital clinics, the Emergency Room, or ancillary services. Persons requesting wheelchair service are to be directed to the Information Desk, Outpatient Pharmacy lobby. Additional wheelchairs are available at the Security Screening Stations (at each entrance), Patient Services Center (1-B-1) and Volunteers Office (I-0-8).

Escort-Courier Service staff will leave wheelchairs based on the patient need after transporting them to their destinations. Hospital clinics and other services will provide a wheelchair, gurney, exam table or other seating when the patients arrive, if possible.

Patients and patient representatives requesting equipment only may check out a wheelchair from the Security Screening Stations at one of three hospital entrances (PCDC North – Carson Street, Surgery - ER, or Outpatient Pharmacy).

It is all of our employees' responsibility to return wheelchairs to their original designations, or at the very least, notify division of its wheelchairs location. Missing wheelchairs should be reported to -Los Angeles County Sheriff's Department.

PROCEDURE

Wheelchairs may be accessed at the following locations:

1. **Information Desk Staff:** The Desk staff will page the Nursing Escort-Courier Service upon request. Patients and/or patient representatives are not to be sent to the Escort Courier Service Office.

Patients will be directed to Security Stations or Patient Services Center (1-B-1) for a wheelchair.

EFFECTIVE DATE: 8/4/86

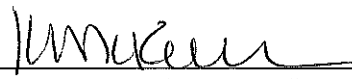
SUPERSEDES:

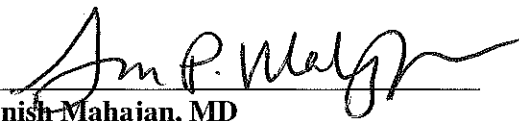
REVISED: 8/89, 6/92, 11/04, 10/07, 01/11, 11/16


REVIEWED: 9/86, 9/89, 10/92, 2/96, 01/02, 11/04, 10/07, 11/16

REVIEWED COMMITTEE:

APPROVED BY:


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 Interim Chief Nursing Officer

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2. **Nursing Escort-Courier Service Staff:** Respond to the Information Desk (x2383) for instructions. Transport the patient from the Information Desk or his/her vehicle to the appropriate hospital clinic/ancillary destination. (The patient's vehicle must be waiting in the marked Patient Loading Zone).
 3. **Hospital Clinics and Ancillary Services:** As needed, place an order for escort service. Nursing Escort-Courier Staff will transport the patient to his/her vehicle in the marked Patient Loading Zone. If there is a prolonged wait for the Nursing Escort-Courier, the clinic supervisor will decide how and who to transport the patient, taking into consideration the staffing needs of his/her area.
 4. **Security Screening Stations**
 - a. Upon request for a wheelchair, security guard will obtain identification from requestor (e.g. Drivers' License or State ID card). All pertinent information will be listed on the "Wheelchair Loan Log".
 - b. If a form of identification is unavailable, date of birth and MRUN (if available) will be noted on the loan log.
 - c. If all wheelchairs have been released from a station, the security guards will re-direct the requestor to the next closest Security Screening Station or to the Info. Desk (7 AM – 11 PM only).
 - d. During the night shift, additional chairs should be sought from ER Triage.