



Health Services
LOS ANGELES COUNTY

POLICIES AND PROCEDURES

SUBJECT: TRANSFER OF CARE DELAYS BETWEEN AMBULATORY CARE FACILITIES

POLICY NO: 373

PURPOSE:

To provide a standardized approach to addressing delays in requested transfer of care between ambulatory care facilities.

SCOPE:

This policy applies to outpatient facilities of care between two DHS clinics and/or facilities, and between DHS and non-DHS facilities.

POLICY:

All Department of Health Services (DHS) ambulatory care clinics/facilities will ensure their policies and procedures for addressing delays in transfer of care are in compliance with this policy.

PROCEDURE:

When a delay in transfer of care is identified and considered detrimental to patient care, the referring provider will follow chain-of-command to ensure timely and appropriate care (as indicated below):

1. The provider will report transfer of care problems to the Service Chief.
2. If the Service Chief cannot resolve the problems, he/she will report the problems to the facility Chief Medical Officer and/or facility Chief Executive Officer.
3. If facility leadership cannot resolve the problems, facility leadership will report the problems to Health Services Administration (HSA) leadership.
4. When communicating with leadership at non-DHS facilities, persons in DHS' chain-of-command should strive to communicate with commensurate non-DHS personnel.

APPROVED BY:
REVIEW
DATES:

EFFECTIVE DATE: May 1, 2011

SUPERSEDES: Policy 373, Transfer of Patients, dated 11/24/75