

**OLIVE VIEW-UCLA MEDICAL CENTER
DEPARTMENT OF EMERGENCY MEDICINE
POLICY & PROCEDURE**

**NUMBER: 3259
VERSION: 2**

- SUBJECT/TITLE:** TRANSPORTATION, CENTRAL DISPATCH OFFICE (CDO) AND TAXI SERVICE
- POLICY:** Olive View-UCLA Medical Center will arrange appropriate transportation for patients who meet medical criteria and have no alternative means of transportation.
- PURPOSE:** To define the available transportation services for patients provided by the Department of Health Services.
- DEPARTMENTS:** DEPARTMENT OF EMERGENCY MEDICINE (DEM)
- DEFINITIONS:** Identify appropriate methods of transportation.
- PROCEDURE:** ***GENERAL INFORMATION:*** All medical patient transportation is under the Central Dispatch Office (CDO), which is located at LAC+USC Medical Center. Units of the CDO, which consist of drivers and vehicles, are located at most L.A. County hospitals. Very limited transportation services are available at Olive View-UCLA Medical Center. In addition, taxi vouchers and bus fare are available for eligible patients.

CDO telephone number is 866 941-4401, and then press 2.

I. Emergency Situations

- A. All emergency situations requiring immediate transportation must go through MAC (Medical Alert Center). **MAC telephone number is 866 940-4401 and fax number is 562 906-4300.**

The following information is required for calling MAC.

1. Patient's Name
2. Medical Record Number
3. Age / Gender
4. Vital Signs
5. Diagnosis
6. Medication Given

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7. Radiological Procedures (X-rays, CT, MRI, UTZ)

8. Referring and Accepting Physicians

B. Any transfers from Olive View-UCLA Medical Center Emergency Room, must go through MAC. The physician should call MAC to present the case.

II. After-Hours for Non-Emergent patients:

A. Contact CDO for transport assistance.

B. Taxi Service

1. Nursing Administration will be responsible for allocating taxi fare to those patients who present themselves to the Emergency Department. All efforts must be made to transport these patients by private transportation before the taxi service is to be used.

2. CDO Should be utilized for any trips, for patients being transported outside of the San Fernando or Santa Clarita Valley.

C. Bus Fare

1. Contact Nursing Administration for bus fare, please provide ANO with the patient's contact information and destination.

References:	
Approved by: Bonnie Bilitch (Chief Nursing Officer), Georgia Foot'e-Sam (Clinical Nurse Director II), Gregory Moran (Chief Physician), Joselin Escobar Duran (Assistant Hospital Administrator II)	Date: 07/30/2017
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