

**OLIVE VIEW-UCLA MEDICAL CENTER  
POLICY & PROCEDURE**

**NUMBER: 11503**

**VERSION: 1**

**SUBJECT/TITLE:** CCT: CONTACTING PROGRAM RESOURCES

**POLICY:** Contacting Program Resources

**PURPOSE:** Provide appropriate assistance and resources to the CCT team when needed.

**DEPARTMENTS:** ALL

**DEFINITIONS:**

**PROCEDURE:** If you arrive for a patient transport and determined that the patient's condition exceeds the capacity or capability of the dispatch CCT team, immediately contact Medical Alert Center (MAC), by telephone or radio, to request additional staffing or resources. It shall be the on-duty Dispatch Manager or Supervisor responsibility to deploy any additional requested staff or resources as requested.

Examples that may require additional staffing or resources include, but are not limited to:

- Patient to be transported is on an IAPD or VAD
- Patient to be transported is on a ventilator or requires BiPap
- Patient is bariatric patient or weighs more than can be safely lifted with existing crew
- Patient's condition is so critical, due to medical condition or number of medications/IVs being administered, that they cannot be safely transported with existing crew members on site

Once dispatch has been notified and the additional staffing or resources deployed, CCT personnel shall also notify the on-duty or on-call nursing program manager by telephone.

If any patient transport situation makes you uncertain of your ability to safely transport a patient, you are encouraged to request additional staffing or resources. If you have any questions and need an immediate consultation, please immediately contract the on-duty or on-call nursing program manager by telephone. If your questions or concerns does not affect immediate patient care, use the following Manager/Supervisor notification list:

**SUBJECT/TITLE: CCT: CONTACTING PROGRAM RESOURCES****Policy Number: 11503****Page Number: 2**

	First	Second	Third
Supplies needed to replenish sets	CCT Operations Manager	Nurse Manager	
Equipment Repair or Replacement	Paramedics Coordinator	Nurse Manager	
Communication Center Concerns	Communication Manager	Nurse Manager	Critical Care Director
Medical Protocol	Nurse Manager	Medical Director	
Unusual Occurrences	Nurse Manager	Critical Care Director	
Clinical	Nurse Manager	Medical Director	
Operations	On-Duty Operations Manager	Nurse Manager	Critical Care Director
Diverted or Refused Calls	Nurse Manager	Critical Care Director	
Crew Concerns	On-Duty Operations Manager	Nurse Manager	Critical Care Director
Timekeeping	Scheduling	Payroll Manager	
Customer Complaints	Director of Marketing	Nurse Manager	
Marketing	Director of Marketing	Marketing Manager	
Sick or Late	On-Duty Operations Manager	Dispatch Scheduling	

<b>References:</b>	
Approved by: Bonnie Bilitch (Chief Nursing Officer), Judith Maass (Chief Executive Officer), Shannon Thyne (Chief Medical Officer)	Date: 06/27/2018
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