

**VALLEYCARE**  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**POLICY & PROCEDURE**

**NUMBER: 175**  
**VERSION: 1**

**SUBJECT/TITLE:** PATIENT TRANSPORTATION

**POLICY:** A Transportation Coordinator will arrange transportation for patients who meet the medical criteria and have no alternative means of transportation.

**PURPOSE:** To define available transportation services for patients receiving care at ValleyCare facilities.

**DEPARTMENTS:** All

**DEFINITIONS:**

**PROCEDURE:** A. **General Information**

1. Transportation Coordinators are available at both Health Center Operations and Olive View-UCLA Medical Center.
2. Transportation for both medical and mental health patients is then arranged through the Central Dispatch Office (CDO). CDO maintains drivers and vehicles at most Los Angeles County Hospitals. Very limited transportation services are available to ValleyCare. Before County transportation is authorized, patients must check with outside transit agencies. A list of area agencies is provided upon request. In addition to the transportation provided by CDO, taxi vouchers and bus fare are available for eligible patients.
3. Transportation Coordinators are available 7:00 am – 4:30 pm Monday through Friday except holidays.

**B. Scheduled Medical Clinic Patients**

1. Patients must be screened and authorized for clinic transportation. (See Appendix I).
2. Authorized patients are instructed to call for transportation before 1:00 p.m. one (1) working day prior to their appointment date. (Patients should call Friday for Monday appointments).

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3. The Transportation Coordinator will enter the transportation request into the Hospital Information System (HIS) as a “Clinic Appointment” (See Appendix II).
4. The Transportation Coordinator will fax all transportation requests to CDO at (323) 890-7628 for scheduled appointment.
5. The following information must be completed on the “Clinic Request Form” when faxing requests to CDO (See Attachment I):
  - a. Patient’s name
  - b. Patient’s ValleyCare number
  - c. Patient’s address
  - d. Patient’s telephone number
  - e. Patient’s destination (name of clinic, location, appointment time contact person and phone number)
  - f. Comments
  - g. Car or Ambulance required
6. After the Clinic Request Form has been faxed, each order must be “resulted” on the HIS.

**C. Return Trips for Clinic Patients**

1. Clinic Staff will expedite care so patients will be ready for transportation as soon as possible.
2. If the patient has arranged for private transportation home or if the patient is being
3. admitted/transferred to another area for care, the clinic clerk must notify the Transportation Coordinator.
4. When the patient is ready to be transported home, clinic staff will enter the trip into the HIS as a “Clinic Return”. All patient needs must be fulfilled prior to notifying the Transportation Coordinator (prescriptions, tests, financial visits, etc.).
5. If transportation is delayed, the Transportation Coordinator will notify the Administrative Nurse on Duty (ANO) of the patient’s location and the expected time of arrival. The ANO will check on the patient periodically. If transportation has not arrived by the designated time, the ANO will follow-up with CDO.

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**D. Medical Inpatients**

1. Inpatients being sent to a specialty clinic at a County hospital or facility must go through CDO.
2. Inpatients being sent to a private facility for special treatment must go through CDO.
3. Inpatients with a disabling physical/mental condition that do not have other appropriate means of transportation for discharge home or to another facility must go through CDO.
4. Patients requiring acute care services not available at Olive View-UCLA Medical Center must be referred through Medical Alert Center (MAC). See Medical Emergency Situation for procedure.
5. When it has been determined that a patient should be transferred, nursing staff should enter the information into the HIS as a "Transfer". Patients going to a specialty clinic should be listed as "Clinic Appointment."
6. The Transportation Coordinator will call CDO at (323) 887-5310 with the following information:
  - a. Patient's Name
  - b. Patient's medical record number
  - c. Patient's Location (floor, room number)
  - d. Patient's Diagnosis
  - e. Ambulance or Car required
7. The Transportation Coordinator will "Result" the order in the HIS once CDO has been called.

**E. Mental Health Patients**

1. All requests for transportation of Mental Health patients are from the Psychiatric Emergency Room and the Psychiatric Wards. Mental Health patients are transported to State Hospitals, other Mental Health Facilities, Medical Facilities, Court, Board and Care Facilities, Intermediate Facilities and Rehabilitation Centers. If all other avenues have been exhausted, CDO will provide transportation for Mental Health patients going home.

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2. When it has been determined that a mental health patient needs to be transported, Nursing staff should enter court trips as “Court 95”; return trips as “Court Return”. Transfers to other facilities should be entered as “Mental Health Transfers”.
3. The Transportation Coordinator will call CDO giving them the following information:
  - a. Patient’s name
  - b. Medical Record Number
  - c. Patient’s Location
  - d. Destination
  - e. Ambulance or Van required
  - f. Whether restraint needed
  - g. If patient is female, whether a female attendant is required

**F. Medical Emergency Situations**

1. All emergency situations requiring air/immediate transportation must go through MAC, including Mental Health.
2. The physician or nurse attending the patient should call MAC at (323) 887-5310.
3. The following information is required for calling MAC:
  - a. Patient Name
  - b. Medical Record Number
  - c. Age
  - d. Pulse
  - e. Temperature
  - f. Respiration
  - g. Blood Pressure
  - h. Diagnosis
  - i. Treatment Rendered
  - j. X-rays taken
  - k. Referring physician and accepting physician
  - l. Whether patient has insurance
4. Patient’s requiring emergency or acute care services that are not available at Olive View-UCLA Medical Center must be referred through MAC. The physician or nurse attending the patient is to call MAC.

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**G. Air Transportation**

1. Air transportation is requested through MAC with Administrative concurrence. The following are considered in determining feasibility.
  - a. Patient's medical condition
  - b. Resource availability
  - c. Relative Transport Time

The final decision will be made by MAC in collaboration with the attending physician.

**H. Non-Scheduled Clinic Patients**

Patients must have a scheduled clinic appointment for County transport.

**I. Transportation for patients referred to other County facilities for scheduled medical clinic**

1. Clinic patients referred by ValleyCare physicians for specialty clinics at other County facilities must be screened by that facility's Transportation Coordinator. (ValleyCare Transportation Coordinators can arrange the initial transportation to that facility). The telephone numbers for the Transportation Coordinators at the other County Facilities are as follows:
  - a. LAC+USC Medical Center (323) 226-5856
  - b. Rancho Los Amigos Medical Rehabilitation Center (562) 401-6544
  - c. Harbor-UCLA Medical Center (310) 222-2284

**J. After Hours**

1. Medical transportation request should be referred to the Administrative Nurse on Duty.
2. Mental Health transportation requests are handled by the Psychiatric Emergency Room.

**K. Transportation of Patients Outside of Los Angeles County**

1. **Mental Health Patients** - If a Mental Health patient needs transportation to a State facility outside of our area, it is the Transportation Coordinator's responsibility to get the patient to the nearest contracted mental health facility. It is then the State's responsibility to get the patient to the appropriate facility.

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2. **Medical Patients** – The following trips must have prior approval from the Hospital Administrator or one of his associates:
  - a. All trips that exceed 120 miles
  - b. Trips going outside of the Los Angeles County area.

**L. Miscellaneous Transportation**

1. CDO will serve as back-up for Transportation Coordinators when miscellaneous transportation is needed. Occasions when CDO will provide this service are:
  - a. Blood pick-up and deliveries
  - b. Lab specimen pick-up and deliveries
  - c. Drug pick-up and deliveries

**M. Taxi Service**

1. Taxi service is used only when the CDO or public transportation is not available or appropriate for transporting a patient.
2. All requests for Taxi Service go through the Transportation Coordinator.
3. All requests after hours, weekends and holidays go through the Administrative Nursing Office at extension 3150.

**N. Bus Tokens**

1. Bus services are available and encouraged when appropriate.
2. Inpatients are referred to Social Work, Monday through Friday 8:00 am – 4:30 pm; to the ANO after hours, weekends and holidays. Outpatients are referred to the Transportation Coordinators, Monday through Friday 7:00 am – 4:30 pm. All patients are verified as ValleyCare patients; patients are then given bus tokens.
3. Outpatients will only receive these services as a one time only basis, unless arrangements are made through the Transportation Coordinator.

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References: Los Angeles County Department of Health Services, Patient Transfer Guidelines LAC Medical Alert Center Policy #230, "Intra-County Health Facility Patient Transfer Procedure"	
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