

Tips & Tricks

Provider Requesting Transfer Center

The Transfer Center Request allows the organization to centralize the inter-facility movement of patients into and out of Novant Health Facilities.

Transfer Center:

- is used for reporting and visibility
- is a request entered by a provider just the same as placing an order
- is used ONLY for brick and mortar patient movement (inter-facility)

- **IS NOT** used for intra-facility movement (ex. from ICU to MedSurg)
- **DOES NOT REPLACE** the Discharge Readmit workflow but is used in conjunction with D/C Readmit
- **DOES NOT** preclude EMTALA documentation
- **DOES NOT** replace LOA (Leave of Absence) workflow

When to Complete a Transfer Center Request

If a patient arrives at a Novant Health Facility and it is determined that the level of patient care required cannot be carried out at the facility of initial arrival, complete a Transfer Center Request.

1. Search for “**Transfer Center**” (or **ADT4**) in place new orders field and open the order.
2. The Transfer Center Request window opens.

3. Complete the following:

- a. **Hospital Area:** Required field; this selection identifies the facility to which the request and patient will be sent.
- b. **Request Type:** Identifies the type of transfer requested and the navigator used for documentation.
 - **Consult Medical:** Request is a **non-NMG or external provider** as a place holder for a potential admission. **This is not a consult order.**
 - **Consult BH:** Request is a **non-NMG or external provider** as a place holder for a potential admission. **This is not a consult order.**
 - **Direct Admit BH:** Patient is being admitted into a Novant Facility from a Providers' office (or Remote location).
 - **Direct Admit Medical:** Admission needed; NMG or Non-NMG provider sending to a facility that can provide the Level of Care required
 - **Transfer Incoming:** Used for inter-facility or external facility to Novant patient transfer. This selection is used when a patient is bedded at another facility. This selection is NOT for a Direct Admit.
- c. **Level of Care:** Required field; helps with planning and process initiation
- d. **Transfer Type:** Required field; sets or identifies the priority of the request
- e. **Receiving Provider Accepted:** Required field; select 'Yes' if a provider at the receiving facility has agreed to accept/receive the patient. If a Provider has NOT been identified, select 'No'

Screenshot below:

The screenshot shows the 'Transfer Center Request' form with the following fields and options:

- Hospital Area:** NOVANT HEALTH FOI
- Request Type:** Transfer Outgoing (Selected), Consult Medical, Direct Admit Medical, Transfer Incoming, Consult BH, Direct Admit BH
- Level of Care:** Unmonitored (Selected), Unmonitored, Med Telemetry, Cardiac Telemetry, Intermediate Care, Critical (ICU), Hospice
- Admitting Provider:** [Empty field]
- Requested Unit:** [Empty field]
- Transfer Type:** Emergency Transfer, Inpatient Transfer (Selected), STEMI, Stroke, GI Bleed, Head Bleed, Chest Pain, Septic, BH Adult, BH Adolescent, BH Geriatric, Womens, OB, Neonatal, Trauma
- Receiving Provider Accepted?** Yes (Selected), No
- Accepting Provider Name:** [Empty field]
- Bed request comments:** [Empty field]
- Comments:** + Add Comments (F6)

Buttons at the bottom: Next Required, Link Order, Accept (Circled in red), Cancel

4. Complete any additional fields as desired. Click **“Accept”** and **“Sign”** the order.
5. The Transfer Center Request is complete.
6. Complete EMTALA documentation and start Discharge or Discharge/Readmit workflow.

In Basket Notifications

Notifications regarding Transfer Center Request will be sent to the In Basket of both the requesting/sending and the receiving providers.