

# Hospital Transfers

## Streamlined Patient Access; Efficient Use of Resources

Hospital Transfer is one of the fastest growing services for medical call centers. A "One Call" hotline centralizes the requests for transfers and admissions from surrounding physicians, clinics and hospitals. But more importantly, it streamlines the sequence of communications needed to accept patients and accommodate them within your medical center. When fully implemented, the process optimizes new patient revenues and efficient use of hospital resources.

### The LVM Advantage

If your organization is a client of LVM Systems, your call center software already includes a comprehensive Hospital Transfer module and all the integrated functions to fully support this service.

- **Robust databases for physicians and hospitals.** When the transfer request is received, the referring hospital or practice can be quickly identified. Their contact information pre-populates, supporting staff to personally recognize loyal and repeat referrers..
- **Full process support.** Whether for ED to ED, ED to Inpatient, Inpatient to Inpatient or Direct Admit (and even rare Inpatient to ED), the software organizes the sequence of activities specific to the patient scenario.
- **EMTALA compliance.** The transfer type prompts appropriate EMTALA questions, phrased as your organization desires, to assure compliance by both referring and accepting providers..
- **Specialty and service-specific instructions.** For every type of request, the software supports your organization's specific protocol for directing data collection and the flow of the call.
- **Patient alerts.** Service and specialty requests are only part of the story. Special patient needs and attributes which effect bed placement are easily captured: isolation, intubation, ventilation, drips, balloon pump, etc.
- **Contact management.** Each communication in the series can be tracked and time stamped, whether with the accepting physician, house supervisor, patient placement or transport service.
- **Acceptance.** The accepting physician, service and any additional instructions are documented for reporting purposes. The software also tracks reasons for non-acceptance, if the transfer request cannot be accommodated.
- **Transportation.** Communication with and arrangement of transportation services is built into the acceptance process. If the sending facility arranges transport, the software may still be used to track the service name and transport type.
- **Transfer status screen.** An at-a-glance screen shows which activities are complete, in progress or not started. This assists with the management of any open cases and keeps all staff up-to-date on each case.

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LVM Systems' Hospital Transfer module was designed and fine-tuned through collaboration with existing transfer centers. It's comprised from best operational practices and also their "wish lists" to reach the highest levels of efficiency and customer satisfaction.

**Integrated Support Modules.** LVM contact center software also includes Paging and Answering Service and On-Call Management modules. Both are essential to rapid access of the appropriate specialist and/or contact point. The software also has an internal Bed Board system for identifying available and pending beds.

**Reports and Data Management.** As with any service, reporting and data analysis are critical to its stakeholders. Each element of the transfer process - requesting entity, patient demographics and condition particulars, protocols used, paging, response, communications, and accepting information - is tracked and fully reportable. Standard reports are available at the individual case level, and also by aggregate, sorted by any criterion, such as sending facility or physician, accepting physician or service. Response and acceptance time reports are of high interest since they are often key to process improvement. LVM Systems is known for its commitment to customization and offers a monthly allotment of custom reports, at no charge.

### The Benefits to Your Organization, Customers and Patients

Benefits of a Hospital Transfer service to your medical center include:

- Streamlined communications with hospitals, physicians and clinics
- Improved process, which results in a positive reputation with referring facilities
- Revenue generation from patient acquisition
- EMTALA compliance and tracking
- Efficient stewardship of hospital resources
- Data tracking to support internal process improvement

Referring and accepting physicians benefit from the:

- Ease of Use - One Number; One Call
- Efficient use of their time
- Consistent, high level of customer service
- Follow-up communication regarding patient arrival and status

And of course patients benefit from the expeditious transfer to a facility that can address their healthcare needs, focused on optimal safety, service, and placement.

### LVM: The Obvious Choice

If implementing (or automating) a Hospital Transfer service is on your organization's strategic plan, contact LVM Systems: [info@lvmsystems.com](mailto:info@lvmsystems.com), or phone us at 480.633.8200, ext 223. A brief demonstration of the Hospital Transfer module is available online at <http://transfers.lvmsystems.com>

