Niagara Health System

Future State: Emergency Medicine - Urgent Care to ED Transfer

Urgent Care Provider

Start/Stop
Identifies patient that requires consult and/or transfer to ED

Work Step
Notify Charge Nurse/Primary Nurse of pending consult and/or transfer

Document
Document need for consult and place order for Consult to External Service

Work Step
Complete consult/handoff with accepting ED Physician/Provider. Patient accepted

Work Step
Enters transfer order

Urgent Care Staff

Work Step
Receives request for consult order

Work Step
Call ED Physician/Provider at referring ED. Completes Phone Consult PowerForm via Activities column

Work Step
Applies for PTAC number and arranges transportation

Work Step
Print required documentation and prepares transfer package, as needed

Urgent Care Nurse

Off Page Reference
ED - Emergency Medicine - ED Discharge

Work Step
Complete Discharge Process

Work Step
Report relayed to accepting facility nurse

Work Step
Confirmation of accepting physician and facility

Work Step
Patient discharged with disposition to accepting ED