

**CCEMS
OPERATIONS POLICY 100-35
OUT OF TOWN TRANSFER PROCEDURE**

I. PURPOSE

- 1.1 To have a consistent policy in regards to all out of town transfers (OOTT);
- 1.2 To define how the out-of-town transfer rotation will work each day;
- 1.3 To establish the policy for dealing with multiple out of town transfers;
- 1.4 To establish the policy for transporting Medflight crews via ground;

II. POLICY/ PROCEDURE

2.1 All OOT transfers will be handled in accordance with the **“CCEMS OOTT FLOW CHART”**. The following items are additional information that all personnel need to be aware of:

- 2.1.1 No crew will be sent on OOTT's more than 2 times during a 12 hour shift or 3 times during a 24-hour shift unless absolutely necessary.
- 2.1.2 **BLS crews will not take more than 2 back-to-back OOTT calls regardless of transfer type:** In the event a third consecutive BLS OOTT is paged, the ALS unit, next up in the rotation, will handle the trip. The BLS unit will typically cover that crew's service area.
- 2.1.3 **If Station 2 takes an OOTT and no one can come in to cover the base and Station 1 and 3 are ALS staffed:** Every attempt will be made to keep all three Stations manned. However, if this is not possible and Station 2 leaves the county, Station 1 or Station 3 will come to cover the Coshocton base. Station 1 will always cover Coshocton on odd days and Station 3 will always cover Coshocton on even days.
- 2.1.4 If the Station 2 crew is BLS staffed, all crews will stay in their service area. If the BLS crew gets a call that requires ALS support, then the CLOSEST ALS unit will respond to assist.
- 2.1.5 **One ALS unit in the County:** Every attempt will be made to keep two ALS units in the county at all times. However, if this is not possible, Station 2 will always be ALS staffed. Please note that dual crews are not permitted to stay at the same Station.
- 2.1.6 **Third ALS unit leaving the county:** The third ALS unit will never leave the county on pre-arranged 29 transports. However, if the third ALS unit responds to a residence and the patient requests to go to another hospital, then the crew should honor the patient's request. The patient should be stable as outlined in the CCEMS Protocol. The third ALS crew is required to make direct contact with a member of Leadership as soon as they learn that they will be leaving the county.

2.2 OOTT is defined as any pre-arranged non-emergency transport that originates in Coshocton County, and then leaves Coshocton County. The only exception to this rule is a call that goes to

Baltic Country Manor, Newcomerstown or Dresden. Transfers going to these locations are not considered OOTT.

- 2.3 Calls dispatched emergency status is not considered an OOTT, UNLESS they originate from CCMH to another facility outside of Coshocton County, which would be a rare occurrence.
- 2.4 Leadership reserves the right to modify the OOT rotation and send the freshest crews out-of-town. I.e., a select Station is up all night handling emergency calls and is next up in the out-of-town rotation. In the event an out-of-town transfer occurs, Leadership reserves the right to skip one or more Stations and send the freshest crew.
 - 2.4.1 It is up to the crews to monitor for this. If a crew falls into this category then it will be up to that crew to notify the next crew up in rotation that they will not be able to handle the request.
- 2.5 The out-of-town transfer rotation will be a continuous revolution of 1-2-3-4.
 - 2.5.1 For the purpose of avoiding confusion; the crew scheduled in EMS Manager as the "4th" crew will be considered "4" in the rotation sequence.
 - 2.5.2 The OOTT rotation sequence follows the crew.
 - 2.5.3 If a crew is skipped in rotation then the rotation will continue forward unless re-directed by leadership.
- 2.6 All Stations are expected to know who is up in the transfer rotation. Central Dispatch should only have to page a specific call once. It is the responsibility of each Station to ensure someone goes en route in a timely fashion.
- 2.7 OOTT's paged within 30 minutes of shift change (0730 and 1930) will be taken by the oncoming crew or changing crew member. If this happens it is the responsibility of the crew that is up for the trip to notify the transferring facility of an accurate ETA for pick-up.
 - 2.7.1 If an OOTT is paged toward the end of a shift; it is permissible for the off-going crew member to contact their relief partner to come in early to take the trip ONLY if it does not create more than two (2) hours of overtime and does not create an unnecessary delay to bedside. If the relief partner agrees then the off-going crew member will still be required to stay until the end of their shift. Leadership must be made aware of this decision.
- 2.8 In the event of multiple OOTT requests; the available crew will immediately notify a member of leadership for guidance.
- 2.9 In the event CCEMS cannot cover the OOTT internally, and leadership is unavailable, the senior EMT, next up in the rotation, will contact the following EMS services. (Common sense should be used when using this list. I.e.; Transport to Southeastern Medical Center, Union etc: Contact Tri-County or NERS first, United or Smith second, etc.)
 - 2.9.1 Newcomerstown Emergency Rescue Squad.
740-498-8808

Tri-County Joint Ambulance District
740-498-6598

- 2.9.2 Community Ambulance Service
740-454-6800
- 2.9.3 Smith Ambulance Service
330-364-0098
- 2.9.4 United Ambulance Service
740-439-7787
- 2.9.5 Courtesy Ambulance Service
740-522-8558

2.10 In the event no outside ambulance is available to handle the request then the transferring facility will be notified of an approximate ETA of a CCEMS unit's availability on returning back to the county.

2.11 In the event CCEMS is requested to transport a Medflight crew via our ambulance, the following procedure will take place.

2.11.1 In routine requests, the senior EMT, next up in the rotation, will call the Medflight Communication Center at 1-800-222-LIFE to determine whether the Medflight crew needs one or two CCEMS personnel.

2.11.1.1 Typically only one crew member will be needed for transport. If a 3rd person (employee or approved auxiliary member) is working that day they will handle the request. If not, then typically the medic will stay behind and leadership will find a replacement partner.

2.11.2 The CCEMS crew, next up in the rotation, will go where directed and pick up the Medflight crew.

2.11.2.1 If the crew next up in rotation sends "their 3rd" that does not exempt them from staying next up in the rotation.

2.11.3 The CCEMS crew will treat these calls like any other transport. I.e.; Crews will notify Central Dispatch with all times, loaded mileage will be tracked, a half-sheet will be completed and dropped in the secure filing cabinet. If possible obtain a face sheet.

2.11.4 If the request cannot be handled, (Numerous calls, no response in calling in extra crews, 2 vehicles already OOT) the senior EMT, next up in the rotation, will immediately contact a member of the CCEMS leadership team. Members of leadership are responsible for calling the Medflight Communication Center to decline the request or come up with alternate solutions.

Director: 

Effective: 11-3-2008

Reviewed: _____

10/31/2008

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