# NYC HEALTH+ HOSPITALS | H₂O

COVID Surge Transfer Evaluation Workflow – Receiving Provider

This tip sheet breaks down the new COVID-19 Surge Transfer workflow, which includes a new **Inpatient Consult to Surge Transfer Evaluation** order. In anticipation of another surge of COVID cases, a core group of providers will assist with monitoring whether COVID patients are eligible for transfer and help facilitate the transferring of these patients from one facility to another within the enterprise.

Receiving Facility Provider

A designated staff member at the chosen receiving facility will further evaluate to determine if the patient transfer will be accepted. **THIS PROCESS WILL ONLY BE IN EFFECT DURING MILD TO MODERATE SURGES**. In the case of severe systemwide surges, the Acceptance process will be completed by the CO Transfer Team.

1. The staff member at the chosen receiving facility will have to change departments and log into the **HHC SURGE TRANSFERS [58]** to access the appropriate Surge Transfer Evaluation system list.
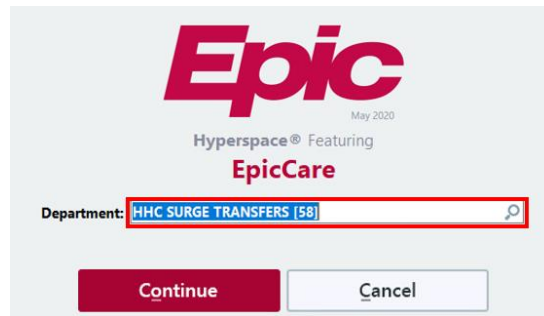
2. The staff member will see all patients assigned to their facility by referring to the following system list folder path within Available Lists: **Surge Transfer Evaluation → Surge Transfer Assigned → Assigned – [receiving facility name]**.
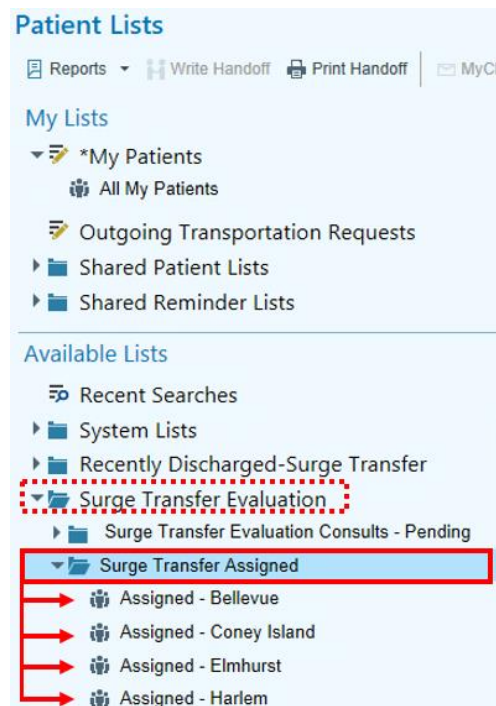
3. With the patient highlighted, click on the **Surge Transfer Requests** button in the Patient List toolbar to refer back to the Flowsheet.

4. After reviewing the patient's chart, the Provider Flowsheet pop-up will appear and the staff member can begin documenting.

5. If the receiving facility accepts the transfer, the staff member will choose the appropriate **Acceptance Status** for their facility.
   a. If the receiving facility rejects the transfer, the provider will choose the **Rejected** button.

6. Click **Accept** to complete. The patient will fall off of the facility's "Surge Transfer Assigned" system list.

7. If accepted, the patient will then move to the receiving facility's "Surge Transfer Evaluation Accepted" system list, where the receiving facility providers can monitor the patient's transfer progress. The system list folder path within Available Lists is as follows: **Surge Transfer Evaluation → Surge Transfer Evaluation Accepted → Accepted – [receiving facility name]**.
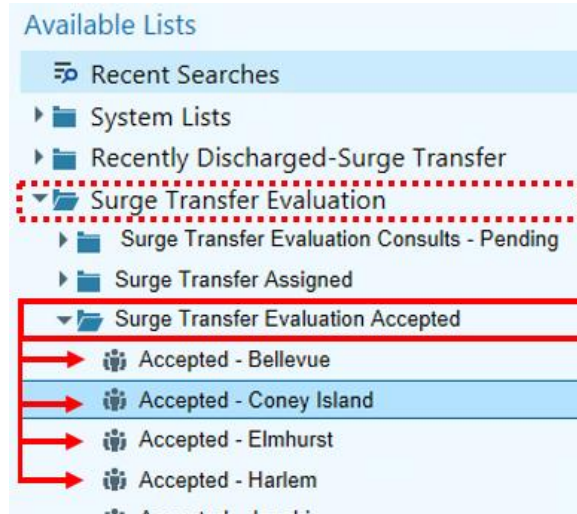
8. If Rejected, the patient will then move back to the "Surge Transfer Evaluation Consults – Pending" list for re-assignment by the Central Office Transfer Team.

9. Once acceptance feedback has been received by the Central Office Transfer Team, they will either begin the ambulance transfer scheduling if patient is accepted, or continue to assess additional options for transfer.

The next page shows a flowchart detailing the workflows and relationships between the groups involved in this surge transfers process…

NYC Health + Hospitals EPIC Surge Transfer Process

Receiving Faciliity | **Central Office** | **Sending Facility**

Sending Facility

- **Care Team provider or Facility Designee:** Identify possible Surge Transfer patient; place "Inpatient Consult to Surge Transfer Evaluation" order in patient's chart

- Pt meets initial eligibility criteria?
  - NO → **Provider** receives alert informing provider that patient is not suitable transfer candidate
  - YES: Pt added to "Pending facility assignment" list

Central Office

- CO team identifies need for level loading and instructs facility to identify candidates

- CO team reviews patient data from flowsheet to assess appropriatness

- Pt still meets eligibility criteria?
  - NO: Pt added to "Ineligible" list
  - Yes → CO team assigns pt to receiving facility

- Pt added to "Pending facility acceptance" list

- Extreme surge levels?
  - NO → (to Receiving facility)
  - YES → CO team calls receiving facility to batch hand-off

- Pt added to "Pending amb assignment" list

- CO team updates flowsheet with bed and ambulance type

- CO team arranges ambulance transfer

- Ambulance transfer

Receiving Faciliity

- Receiving facility designee reviews patient and determines appropriateness

- Pt accepted?
  - NO → (to CO team calls receiving facility to batch hand-off)
  - YES → (to Pt added to "Pending amb assignment" list)

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