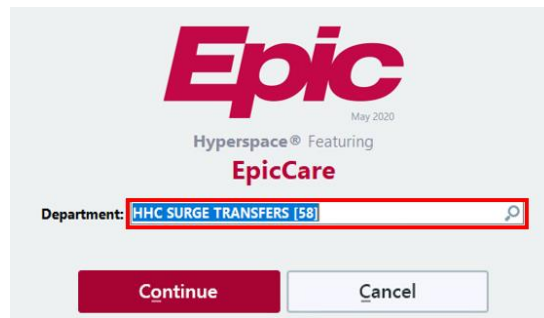# COVID Surge Transfer Evaluation Workflow – Receiving Facility Command Center
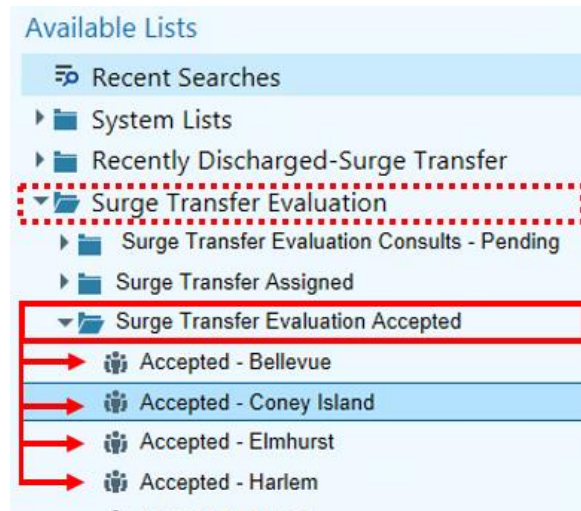
This tip sheet breaks down the new COVID-19 Surge Transfer workflow, which includes a new **Inpatient Consult to Surge Transfer Evaluation** order. In anticipation of another surge of COVID cases, a core Central Office team will assist with monitoring whether COVID patients are eligible for transfer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

A member of the receiving facility's command center will monitor the patient's surge transfer progress and status of the ambulance transportation arrangements.

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 accepted to their facility by referring to the following system list folder path within Available Lists: **Surge Transfer Evaluation → Surge Transfer Evaluation Accepted → Accepted – [receiving facility name]**.

3. All inbound surge patient transfers will be listed (note: transfers facilitated through the Transfer Center for specific services or higher level of care requests will not be included). This list includes basic patient demographic and clinical information, as well as columns dedicated to the patient's **Surge Transfer Acceptance Status** and an indication if the **Ambulance Transportation** has been arranged or not.

Dept/Room/Bed ▲	Surge Transfer Eligibility Status	Patient	MRN	Attending	Isolation/Infection	Surge Transfer Acceptance Status	Current O2 Source	Ambulance Transportation Arranged?	L
BE IP 10E/N CCU / 10E05 / 10E05 A	● (green)	Cisco, Test "Sarah" 30 y.o. / F	2204	Physician Beacon, MD	— COVID-19 (co...	Coney Island accepted	Room Air, Room Air, Room Air, Room Air	Yes	C
BE IP 17W MEDICINE / 17W49 / 17W49 A	● (green)	Orders, Jacob "Brain" 36 y.o. / F	1589	Attending Physician Go Inpatient, MD	☣Contact, Ai... —	Coney Island accepted	Room Air	Yes	M
BE IP 7E MEDICINE / 7E05 / 7E05 A	● (green)	Billing, Testkt 31 y.o. / F	1989	Provider Dental, DMD	— MRSA (confir...	Coney Island accepted	Venti-mask, Room Air	Yes	M
EL IP A5 MEDICINE / A507 / EL A507 01	● (black)	May, El 32 y.o. / F	5402254	Howard M Belmont, MD	— —	Coney Island accepted	Room Air	—	M
EL IP B4 MED/NCU / B430 / EL B430 01	● (black)	Dan, Admit 35 y.o. / M	5401185	—	— —	Coney Island accepted	Room Air	—	M
KC IP D3N SICU / D3N-07 / D3N-07 A	● (green)	Clindoc, Dormsurg 41 y.o. / M	9000418	Attending Physician Inpatient, MD	— —	Coney Island accepted	Room Air	—	M

4. Once patients land onto this list, a physician at the receiving site or Central Office has already confirmed that patient's acceptance. Receiving Command Centers should use this list to partner with Admitting for bed assignment and Nursing for awareness of inbound transfers.

5. Once the bed has been assigned, it is recommended to reach out to Hunter Ambulance, NYC Health + Hospitals' Ambulance vendor, with the bed assignment so that the patient is not brought to the Emergency Department. Hunter dispatch can be reached at **(718) 991-2211**.

6. If the circle in the "Surge Transfer Eligibility Status" turns red or black – this patient is no longer eligible for transfer and will not be transferred to the receiving facility. Transportation will be cancelled by the Central Office Level-Loading Team.

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

Swimlanes: Receiving Facility | 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
- Decision: 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
- Decision: Extreme surge levels?
  - NO → (to Receiving Facility: Receiving facility designee reviews patient and determines appropriateness)
  - YES → Pt added to "Pending facility acceptance" list
- CO team reviews patient data from flowsheet to assess appropriateness
- Decision: Pt still meets eligibility criteria?
  - NO: Pt added to "Ineligible" list
  - Yes → CO team assigns pt to receiving facility
- 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 Facility:

- Receiving facility designee reviews patient and determines appropriateness
- Decision: Pt accepted?
  - NO → (back to CO team reviews patient data from flowsheet to assess appropriateness)
  - YES → (to Pt added to "Pending amb assignment" list)

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