NYC HEALTH+HOSPITALS | H₂O

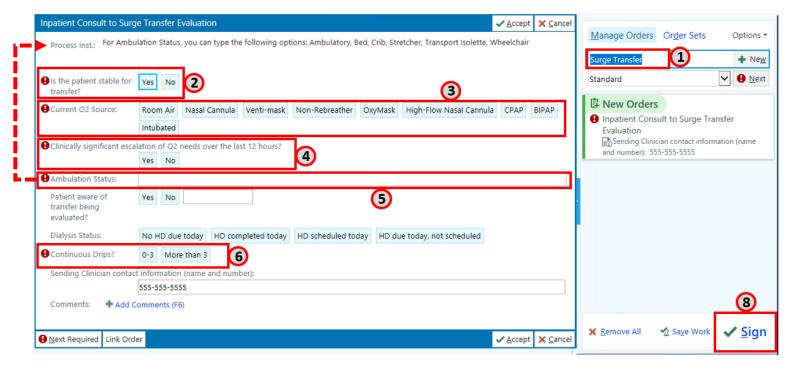## COVID Surge Transfer Evaluation Workflow – Sending Provider

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, the Central Office Transfer 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.
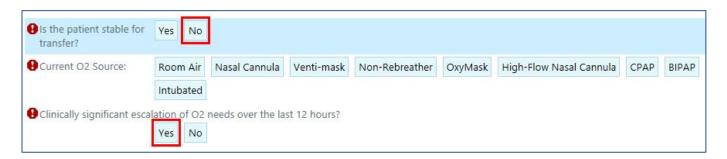
Sending Facility Provider - Inpatient Consult to Surge Transfer Evaluation order

1. Search for "**Surge Transfer**" in the orders activity.
2. Indicate if the patient is stable for transfer.
3. Choose the appropriate **Current O2 Source** for your patient.
4. Indicate if there has been any clinically significant escalation of O2 needs over the last 12 hours.
5. The Ambulation Status will auto populate if previously documented. If there is not a status present, free text one of the Ambulation Status options listed in the **Process Instructions**.
6. Choose the appropriate **Continuous Drips** option.
7. Consider completing the additional order fields to provide the Central Office Transfer Team and Receiving facility more information.
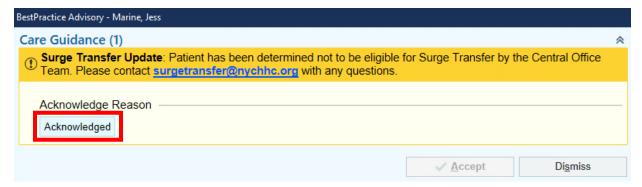8. **Sign** the order when all required fields are completed.

9. The patient will be considered **"Ineligible"** for transfer if any of the following questions above are answered accordingly:
   a. **Is the patient stable for transfer? = NO**
   b. **Clinically significant escalation of O2 needs over the last 12 hours? = YES**

If any of the above options are chosen within the Inpatient Consult to Surge Transfer Evaluation order, the provider will encounter the following notification:

10. Once the order is successfully placed, the patient will then be evaluated by the Central Office Transfer Team. If the Central Office Transfer Team deems the patient "**Ineligible**" for transfer, providers and nurses at the sending facility will receive the following BPA:
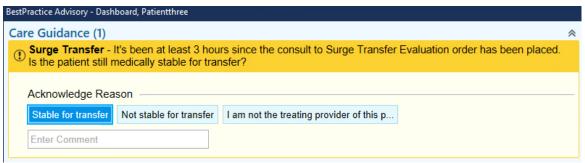

Note: This BPA will continue to appear for all clinicians at the sending facility who access the patient's chart, regardless if the "Acknowledged" button is clicked by any individual.

11. If the patient is deemed "**Eligible**" for transfer at Central Office Transfer Team, the patient will be assigned to a receiving facility. Once the patient has been accepted for transfer by the receiving facility, providers and nurses at the sending facility will get the following BPA:

12. **Three hours** after the consult order is placed, the providers will begin to receive the following BPA to answer:

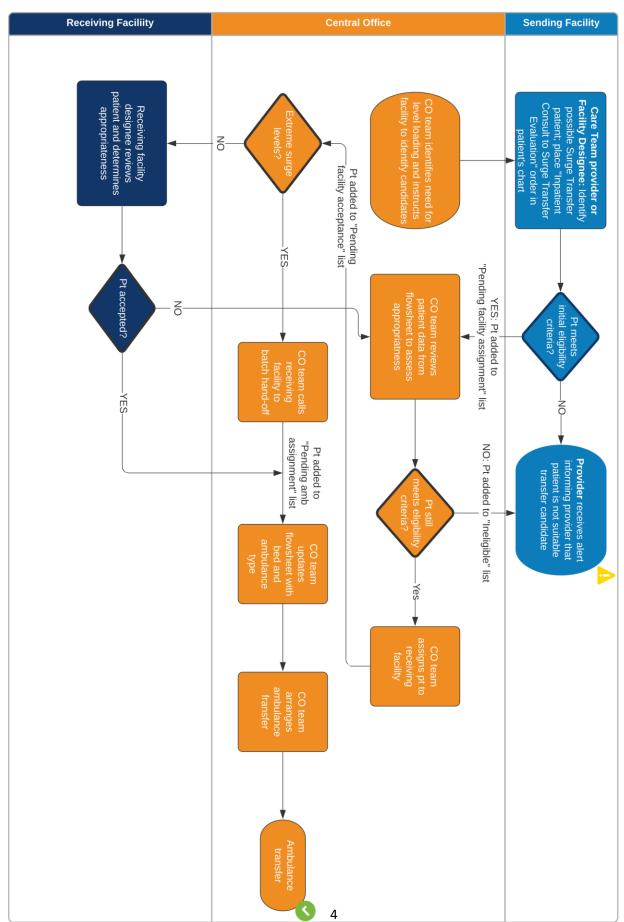If providers answer "Not stable for transfer", the Central Office Transfer Team will be notified and the patient will be removed from the Surge Transfer Process.
If providers answer "Stable for transfer", the patient remains eligible and transportation will be arranged.

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 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

→ 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

NO: Pt added to "Ineligible" list

Central Office

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

→ Extreme surge levels?
- NO → (to Receiving Facility: Receiving facility designee reviews patient and determines appropriateness)
- YES → CO team calls receiving facility to batch hand-off

Pt added to "Pending facility acceptance" list

CO team reviews patient data from flowsheet to assess appropriatness

→ Pt still meets eligibility criteria?
- Yes → CO team assigns pt to receiving facility

CO team updates flowsheet with bed and ambulance type

Pt added to "Pending amb assignment" list

CO team arranges ambulance transfer

Ambulance transfer

Receiving Facility

Receiving facility designee reviews patient and determines appropriateness

→ Pt accepted?
- NO → (CO team reviews patient data from flowsheet to assess appropriatness)
- YES → (Pt added to "Pending amb assignment" list)