

Transfer logging, handover and record keeping

Standard operating procedure (SOP) | AMT-SOP-001

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Title	Transfer logging, handover and record keeping
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Replaces	None (new document)
Standards and criteria supported	System S5 (Ambulance and patient transport), criterion S5.3
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Log every transfer from the first call to the outcome.
2. Record each segment, crew, escort and handover point.
3. Record the name of the person who receives the patient.
4. Keep every change and cancellation in the log.

Stop and get help straight away if: a patient is moved without a log opened, or a handover is made with no receiver's name recorded.

1. Purpose

To make every transfer traceable, so that a problem can be found and explained (S5.3).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of {{facility.legal_name}}
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions and abbreviations

Term	Meaning in this SOP
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background and rationale

If a transfer is not logged, it cannot be checked when something goes wrong. A log of each transfer, including changes and cancellations, is the record that protects patient and provider.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Dispatch lead	Opens and closes the log for each transfer	Trained dispatcher
Crew lead	Records times, segments and the receiver's name	Trained crew

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Records and forms named in this document	Current version	Checked before use

7. Safety and infection prevention

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Open the log.	- Open the transfer log when the request is accepted, with the time and the reason. - Record the vehicle, crew and escort.	No transfer without a log.
2	Record each segment.	- Record the time of each segment: leaving, arriving, handover, return. - Record any change of plan or cancellation with its reason.	Times make the transfer checkable.
3	Hand over.	- Record the handover point and the name of the person who receives the patient. - Record the outcome given to the receiving team.	The receiver's name closes the chain.
4	Close and retain.	- Close the log before the crew goes off duty. - Keep the log under the retention rules in the records policy.	A log closed late is still a log.

Decision points

- No decision points in this procedure.

10. Special situations

Situation	What to do
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

11. Problems and escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Transfers with a complete log	100%	Monthly	Dispatch lead	Escalate to clinical lead

What is checked	Target	How often	Who	If the target is missed
Handovers with receiver's name recorded	100%	Monthly	Crew lead	Escalate to clinical lead

13. Records

Record	Where it is kept	Kept for
Record named in this document	Patient record or the area file	{{facility.records_retention_years}} years

14. Training and competence

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

15. Related documents

ID	Title	Relationship
AMT-FRM-001	Transfer log	Log
AMT-REG-002	Receiving service agreements register	Register

16. Evidence

ID	Source and status
E-009	ASF Expert Committee consensus. Based on the WHO Patient Safety Curriculum Guide (2011) on handover.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval