Receiving hospital agreement and acceptance

Standard operating procedure (SOP) | AMT-SOP-002

Document type	Standard operating procedure (SOP)
Title	Receiving hospital agreement and acceptance
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Prepared by	{{roles.quality_lead.name}}, Quality lead
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Replaces	None (new document)
Standards and criteria supported	System S5 (Ambulance and patient transport), criterion S5.4
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. Send a patient only to a receiver with a written agreement.
2. Agree the handover point, the acceptance process and the escalation contact.
3. Confirm acceptance before the vehicle leaves.
4. Record the receiver's name and the time of acceptance.

Stop and get help straight away if: a patient is sent to a receiver with no written agreement, or without acceptance confirmed.

1. Purpose

To make sure each receiving service has agreed where and to whom the patient is handed over (S5.4).

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

Most harm in transfer happens at the handover. If the receiving hospital has not agreed where and to whom the patient is handed over, the patient can wait on a pavement or in a corridor with no one responsible.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Dispatch lead	Holds the agreements and confirms acceptance	Trained dispatcher
Clinical lead	Agrees the escalation contacts with each receiver	Clinician

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	Check the agreement.	• Check the receiving service is on the register of agreements (AMT-REG-002). • If there is no agreement, do not send the patient there.	No agreement, no transfer.
2	Confirm acceptance.	• Call the receiver before the vehicle leaves. • Record the name of the person who accepts the patient and the time.	Acceptance is confirmed, not assumed.
3	Escalate.	• If the receiver cannot accept, use the escalation contact in the agreement. • Record the change and the reason in the log.	The escalation contact is written down.

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 to receivers with a written agreement	100%	Monthly	Dispatch lead	Escalate to clinical lead
Acceptance confirmed before departure	100%	Monthly	Dispatch 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-REG-002	Receiving service agreements register	Register
AMT-SOP-001	Transfer logging and handover	Log

16. Evidence

ID	Source and status
E-009	ASF Expert Committee consensus.
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