

Organisation name Site or unit		STANDARD OPERATING PROCEDURE Receiving hospital agreement and acceptance	
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Signature			

Standards > **Standard S5** > **Standard operating procedures (SOPs)**

Standard operating procedure (SOP) · AMT-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S5 (Ambulance and patient transport), criterion S5.4

At a glance

- Send a patient only to a receiver with a written agreement.
- Agree the handover point, the acceptance process and the escalation contact.
- Confirm acceptance before the vehicle leaves.
- 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. 1. Purpose

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

2. 2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out

Does not apply to	Activities covered by another document listed in section 15

3. 3. Definitions

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

4. 4. Background

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. 5. Responsibilities

Role	Responsibility	Competence
Dispatch lead	Holds the agreements and confirms acceptance	Trained dispatcher
Clinical lead	Agrees the escalation contacts with each receiver	Clinician

6. 6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. 7. Safety

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

8. 8. Before you start

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

9. 9. Procedure

Step 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.

Key point: No agreement, no transfer.

Step 2. Confirm acceptance.

- Call the receiver before the vehicle leaves.
- Record the name of the person who accepts the patient and the time.

Key point: Acceptance is confirmed, not assumed.

Step 3. Escalate.

- If the receiver cannot accept, use the escalation contact in the agreement.

- Record the change and the reason in the log.

Key point: The escalation contact is written down.

10. 10. Decision points

- No decision points in this procedure.

11. 11. Special situations

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

12. 12. Escalation

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

13. 13. Monitoring

Measure	Target	Frequency	Owner	If not met
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

14. 14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility's records policy years

15. 15. Training

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

16. 16. Related documents

ID	Title	Use
<u>AMT-REG-002</u>	Receiving service agreements register	Register
<u>AMT-SOP-001</u>	Transfer logging and handover	Log

17. 17. Evidence

Reference	Note
E-009	ASF Expert Committee consensus.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. 18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

No e-learning course is linked to this document yet.

19. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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Related standard

- [Standard 7: Emergency Dispatch](#)