Organisation name Site or unit		STANDARD OPERATING PROCEDURE Travel and logistics support	
Document ID	MTR-SOP-001	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Standards › Standard 24 › Standard operating procedures (SOPs)

Procedure · MTR-SOP-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 24.4

At a glance

- Provide or coordinate travel and accommodation for each international patient around the procedure.
- Confirm the arrangements before the patient travels (MTR-REG-001).
- Make sure the patient has transport home after discharge.
- Record each arrangement and who arranged it.
- Stop and get help straight away if: a patient is discharged with no transport home.

1. 1. Purpose

To make sure international patients are not left to arrange travel and accommodation alone (24.4).

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

A patient who has to arrange their own travel and hotel after surgery may be left stranded. The facility does not have to do everything, but it must support the patient with the logistics.

5. 5. Responsibilities

Role	Responsibility	Competence
International patient coordinator	Arranges and records the logistics	Manager

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. Arrange.

- Arrange or coordinate travel and accommodation before the patient travels.

Key point: Arranged.

Step 2. Confirm transport home.

- Confirm transport home before discharge.

Key point: Confirmed.

Step 3. Record.

- Record each arrangement on MTR-REG-001.

Key point: Recorded.

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
Patients with logistics confirmed and transport home before discharge	100%	Monthly	International patient coordinator	Escalate to medical director

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
MTR-REG-001	Logistics coordination register	Register

17. 17. Evidence

Reference	Note
E-009	Based on the WHO Patient Safety Curriculum Guide (2011) and the NICE guidance on venous thromboembolic diseases (NG158, 2020).
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

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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