

Transfer planning

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

Document type	Standard operating procedure (SOP)
Title	Transfer planning
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Prepared by	{{roles.quality_lead.name}}, Quality lead
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Next review	{{document.review_date}} (12 months, or sooner after any incident or change)
Replaces	None (new document)
Standards and criteria supported	System S6 (Patient transfers and referrals), criterion S6.1, S6.2, S6.4, S6.24, S6.29
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. Write a plan for every transfer, naming the party responsible at each segment.
2. State the handover point where our responsibility ends.
3. Cover route or flight, timings, crew, escort, equipment and what happens if the transfer fails midway.
4. Plan the ground journey to and from the airport as part of the transfer.

Stop and get help straight away if: a transfer departs with no plan, or with a segment whose responsible party is not named.

1. Purpose

To make responsibility, timing and contingency clear for every segment of a transfer before it starts (S6.1, S6.2, S6.4, S6.24, S6.29).

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

A vehicle that breaks down or is in an accident leaves the patient exposed. A written contingency plan with a backup vehicle or service keeps care going.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Dispatch lead	Writes and holds the plan	Trained dispatcher
Clinical lead	Approves the clinical parts	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	Write the plan.	- Complete PTR-FRM-002 for the whole journey. - Name the responsible party for each segment: pickup, ground to airport, air, destination airport, ground to the receiving facility.	Responsibility is named, not implied.
2	Set the handover points.	Write the handover point where our responsibility ends, for each change of segment.	One handover point per change.
3	Plan the failure.	- Write what happens if the transfer fails midway or the escort cannot continue. - Name the alternative escort or the diversion point.	The plan must cover failure.

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 plan	100%	Monthly	Dispatch lead	Escalate to clinical lead

What is checked	Target	How often	Who	If the target is missed
Segments with a named responsible party	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
PTR-FRM-002	Transfer plan	Plan form
PTR-SOP-004	Air transport planning and authorisation	Air

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