Escort and crew competence and escort handover

Standard operating procedure (SOP) | PTR-SOP-005

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Title	Escort and crew competence and escort handover
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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 S6 (Patient transfers and referrals), criterion S6.13, S6.14, S6.11
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. The escort doctor holds the qualification and recent experience for the patient's condition and the mode.
2. The escort stays with the patient until the agreed handover point.
3. If the escort cannot continue, a named alternative takes over before the patient is left unescorted.
4. Credentials are checked before each transfer.

Stop and get help straight away if: a patient is left unescorted, or an escort without the required qualification travels.

1. Purpose

To make sure every escort is qualified for the patient and stays with them until handover (S6.13, S6.14, S6.11).

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

The crew's skills must match the acuity of the patient. A crew trained only for basic care cannot safely manage a patient who needs advanced interventions.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Clinical lead	Confirms the escort's qualification and experience	Clinician
Escort	Stays with the patient to the handover point	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 escort.	• Check the escort's qualification and recent experience against the patient's condition (PTR-REG-001). • Record the check on the plan.	Right escort for this patient.
2	Stay with the patient.	• The escort does not leave the patient until the agreed handover point. • If the escort cannot continue, name the alternative and hand over before leaving the patient.	Never unescorted.
3	Hand over the escort.	• Record the alternative escort's name and the time they took over.	A named person takes over.

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
Escorts with qualification checked before transfer	100%	Monthly	Clinical lead	Escalate to chief executive

What is checked	Target	How often	Who	If the target is missed
Patients left unescorted	0	Monthly	Clinical lead	Escalate to chief executive

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-REG-001	Escort and crew credential and pre-shift register	Register
PTR-SOP-006	In-transit monitoring and deterioration	Monitoring

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