Standard operating procedure (SOP) · AMT-SOP-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S5 (Ambulance and patient transport), criterion S5.3

At a glance

- Log every transfer from the first call to the outcome.
- Record each segment, crew, escort and handover point.
- Record the name of the person who receives the patient.
- Keep every change and cancellation in the log.
- Stop and get help straight away if: a patient is moved without a log opened, or a handover is made with no receiver’s name recorded.

1. Purpose

To make every transfer traceable, so that a problem can be found and explained (S5.3).

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. Definitions

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

4. Background

If a transfer is not logged, it cannot be checked when something goes wrong. A log of each transfer, including changes and cancellations, is the record that protects patient and provider.

5. Responsibilities

Role	Responsibility	Competence
Dispatch lead	Opens and closes the log for each transfer	Trained dispatcher
Crew lead	Records times, segments and the receiver’s name	Trained crew

6. Materials and equipment

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

7. Safety

- 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

Step 1. Open the log.

- Open the transfer log when the request is accepted, with the time and the reason.
- Record the vehicle, crew and escort.

Key point: No transfer without a log.

Step 2. Record each segment.

- Record the time of each segment: leaving, arriving, handover, return.

- Record any change of plan or cancellation with its reason.

Key point: Times make the transfer checkable.

Step 3. Hand over.

- Record the handover point and the name of the person who receives the patient.
- Record the outcome given to the receiving team.

Key point: The receiver’s name closes the chain.

Step 4. Close and retain.

- Close the log before the crew goes off duty.
- Keep the log under the retention rules in the records policy.

Key point: A log closed late is still a log.

10. Decision points

- No decision points in this procedure.

11. Special situations

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

12. Escalation

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

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Transfers with a complete log	100%	Monthly	Dispatch lead	Escalate to clinical lead

Handovers with receiver’s name recorded	100%	Monthly	Crew lead	Escalate to clinical lead

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. Training

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

16. Related documents

ID	Title	Use
AMT-FRM-001	Transfer log	Log
AMT-REG-002	Receiving service agreements register	Register

17. Evidence

Reference	Note
E-009	ASF Expert Committee consensus. Based on the WHO Patient Safety Curriculum Guide (2011) on handover.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

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

E-learning for this document

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

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)

Download this document as PDF

Related standard

- **Standard 7: Emergency Dispatch**

Download this document as an editable Word file