Policy · PTR-POL-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S6 (Patient transfers and referrals), criterion S6.46, S6.28

At a glance

- The transfer mode (ground, air or escorted commercial flight) is decided by the named clinical lead.
- The crew or escort may refuse a transfer judged unsafe, without penalty.
- A diversion to the nearest appropriate facility is made when the condition or route requires it.
- Every decision is recorded with its reason.
- Stop and get help straight away if: a transfer goes ahead after a crew member has judged it unsafe, or a mode is chosen with no named decision maker.

1. Purpose

To make it clear who decides how a patient travels, and to protect the crew and the patient when a transfer is unsafe (S6.46, S6.28).

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 the planned facility cannot take the patient, the crew must go to the next best one without delay. A set rule for diversion stops the crew from losing time arguing about where to go.

5. Responsibilities

Role	Responsibility	Competence
Clinical lead	Decides the mode and approves any diversion	Clinician
Crew and escort	May refuse an unsafe transfer and record why	Trained crew
Accountable manager	Protects anyone who refuses in good faith	Management

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. Decide the mode.

- Choose ground, air or escorted commercial flight based on the assessed needs.
- Record the decision and the reason.

Key point: One named decision maker.

Step 2. Refuse if unsafe.

- If the crew or escort judges the transfer unsafe, they stop it and tell dispatch.
- Record the reason on the transfer log.

Key point: Refusal is protected.

Step 3. Divert.

- If the patient deteriorates or the route is blocked, divert to the nearest appropriate facility.
- Record the diversion and the receiver’s name.

Key point: The nearest appropriate place, not the planned one.

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 recorded mode decision	100%	Monthly	Clinical lead	Escalate to chief executive
Refusals recorded with reason and no penalty	100%	Quarterly	Accountable manager	Escalate to chief executive

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-SOP-001	Transfer logging, handover and record keeping	Log
PTR-SOP-001	Transfer planning	Plan

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. 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)

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Related standard

- **Standard 7: Emergency Dispatch**

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