Policy · PTR-POL-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S6 (Patient transfers and referrals), criterion S6.44, S6.42, S6.43, S6.35

At a glance

- Insurance covers every segment, including air and the escort, and is confirmed before departure.
- The escort’s right to practise in the country of care is checked and documented.
- Medicines and equipment crossing a border have the paperwork of both countries.
- Patient data is shared under the data protection rules of both countries.
- Stop and get help straight away if: a transfer departs with a segment uninsured, an escort who is not permitted to practise, or medicines with no border paperwork.

1. Purpose

To keep cross-border and multi-segment transfers lawful, insured and data safe (S6.44, S6.42, S6.43, S6.35).

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

A patient moved across a border carries information that must be readable by the receiving team and must be protected. Records in a language the receiving team cannot read, or shared without data protection, cause harm and break the law.

5. Responsibilities

Role	Responsibility	Competence
Accountable manager	Owns the policy and the insurance check	Management
Dispatch lead	Confirms cover and paperwork before departure	Trained dispatcher

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. Confirm insurance.

- Confirm cover for each segment and the escort in writing.
- Record the confirmation on the transfer plan.

Key point: No cover, no departure.

Step 2. Check practice rights.

- Check the escort doctor and nurse can practise in the country of care, or that the arrangement permitting it is documented.

Key point: Permission is written, not assumed.

Step 3. Border paperwork.

- Complete PTR-FRM-001 for medicines and equipment.
- Keep the paperwork with the goods.

Key point: Paper travels with the goods.

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 insurance confirmed before departure	100%	Monthly	Dispatch lead	Escalate to accountable manager
Cross-border transfers with complete paperwork	100%	Monthly	Dispatch lead	Escalate to accountable manager

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
PTR-FRM-001	Cross-border medicines and equipment declaration	Form
HOS-POL-001	Medicines management policy	Policy

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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