

**SUBJECT: TRANSFER OF CARE PROCEDURE**

**Implementation Date: 01/01/17**

## Transfer of Care Procedure

- A. Prehospital Agencies are responsible for providing individual ALS Transporting Units with an internet-connected mobile device (smartphone, tablet or laptop) from which an electronic Transfer of Care (TOC) will be time-stamped within the web-based FirstWatch® application (app).
- B. Every patient arriving at the ED via an ALS Transporting Unit will require an electronic time-stamped TOC within the FirstWatch® app.
- C. The primary process of electronic time-stamped TOC will be via the ALS Transporting Units internet-connected mobile device, signed into the FirstWatch® app, at the patient's bedside (ALS crew to ED Nurse or ALS crew to ED Physician).
- D. When the ALS Transporting Unit does not provide an internet-connected mobile device to the ED Nurse or Physician for bedside time-stamped TOC; then the process will default to using an ED internet-connected desktop or laptop that is signed in to the FirstWatch® website.
- E. The FirstWatch® app and website, once accessed, will not time out and remains actively running in the background of the internet-connected mobile device or desktop allowing multi-window/tab functionality.

### PRIMARY TRANSFER OF CARE (TOC) PROCEDURE

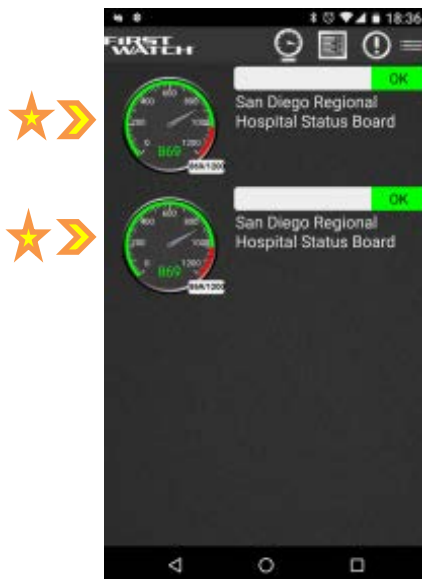
1. Log-in to the FirstWatch® app using the prehospital agency's assigned user-ID and password on a prehospital agency internet-connected device (smartphone, tablet or laptop)



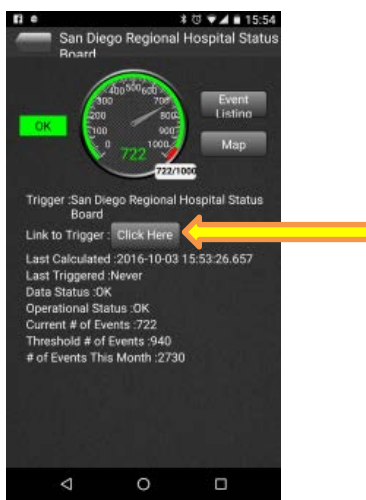
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2. After successful log-in, access the San Diego Regional Hospital Status Board-TOC Module by clicking on the dial widget (either one).



3. Tap on the “Click Here” button next to Link to Trigger

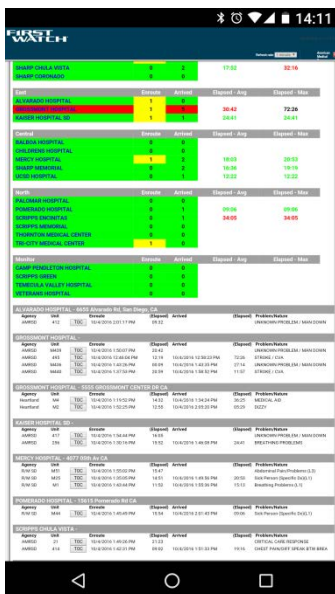


4. The Hospital Status Transport Dashboard (HSTB) with TOC buttons will appear on the screen.

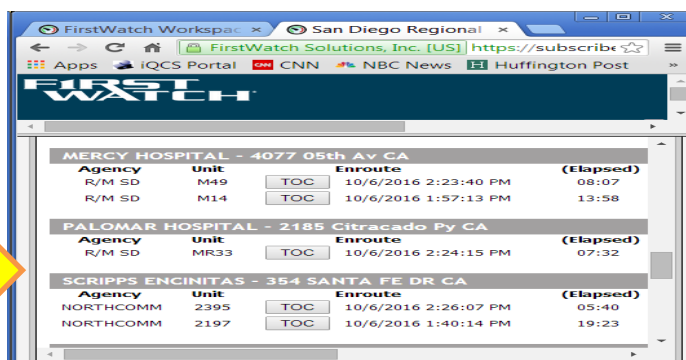
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5. When TOC is initiated (refer to S-610), the last action of patient offload is the ED Nurse or ED Physician who is accepting the patient pushes the TOC button located next to the name and unit number of the offloading ALS Transporting Unit.



ALS Transporting Unit identifiers, enroute and arrived by hospital, with TOC button



**TOC ≤ 30 minutes:**

6a. Once the TOC button is pushed a pop-up window appears which requires the ED Nurse or ED Physician accepting the patient to verify, by typing in their LAST NAME and TITLE in the text box, that Unit XXXX has completed TOC.

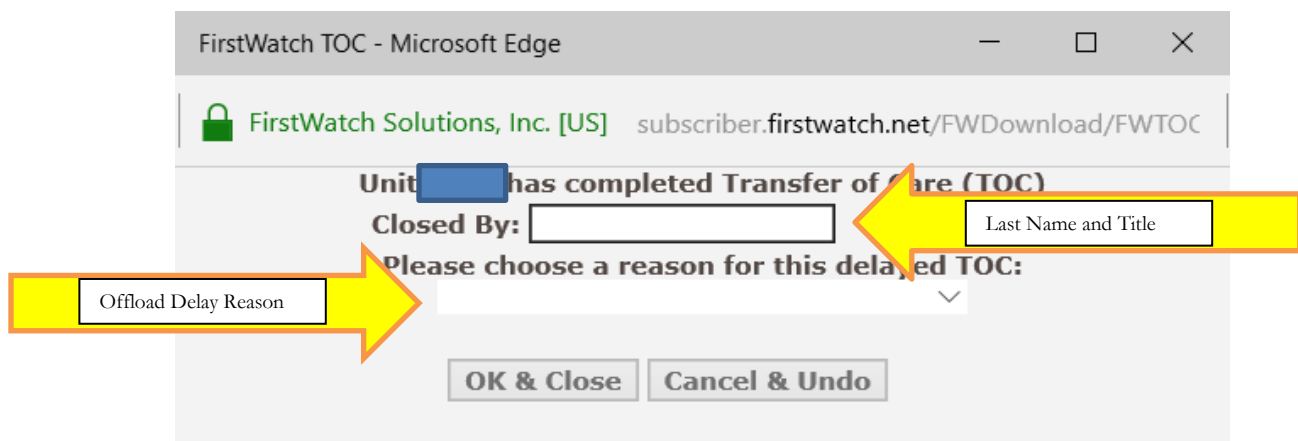
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**TOC > 30 Minutes:**

6b. Once the TOC button is pushed, a pop-up window appears which requires the ED Nurse or ED Physician accepting the patient to verify, by typing in their LAST NAME and TITLE in text box AND choosing an offload delay reason from the drop down menu, that Unit XXXX has completed TOC.



**Offload Delay Choices**

- No ED Beds available due to (d/t) ancillary department delays
- No ED Beds available d/t Behavioral Health holds
- No ED Beds available d/t ED staffing
- No ED Beds available d/t high capacity
- No ED Beds available d/t ICU/Tele/M-S IP holds
- No ED Bed available for special needs patient

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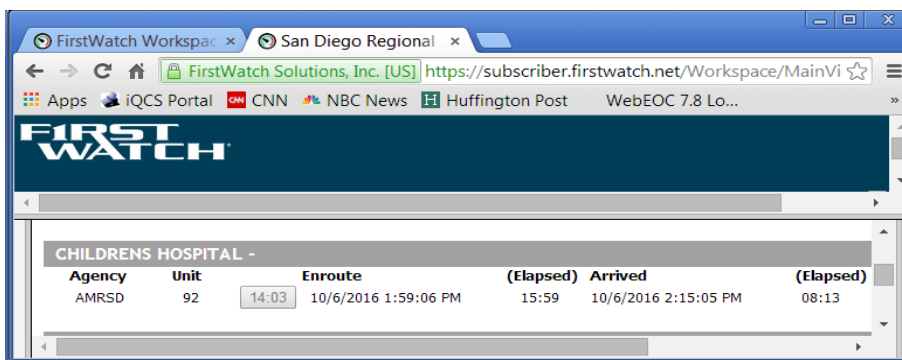
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- Internal Disaster
- Multi-Casualty Incident/Annex D
- Other: **type reason not covered above**



7. TOC complete. Electronic time stamp shows in place of TOC button.



CHILDRENS HOSPITAL -						
Agency	Unit	Enroute	(Elapsed)	Arrived	(Elapsed)	
AMRSD	92	14:03	10/6/2016 1:59:06 PM	15:59	10/6/2016 2:15:05 PM	08:13

**DEFAULT TRANSFER OF  
CARE PROCEDURE**

1. Log-in to the web-based FirstWatch® system, with the provided ED user-ID and password, on an internet-connected laptop, desktop or tablet.

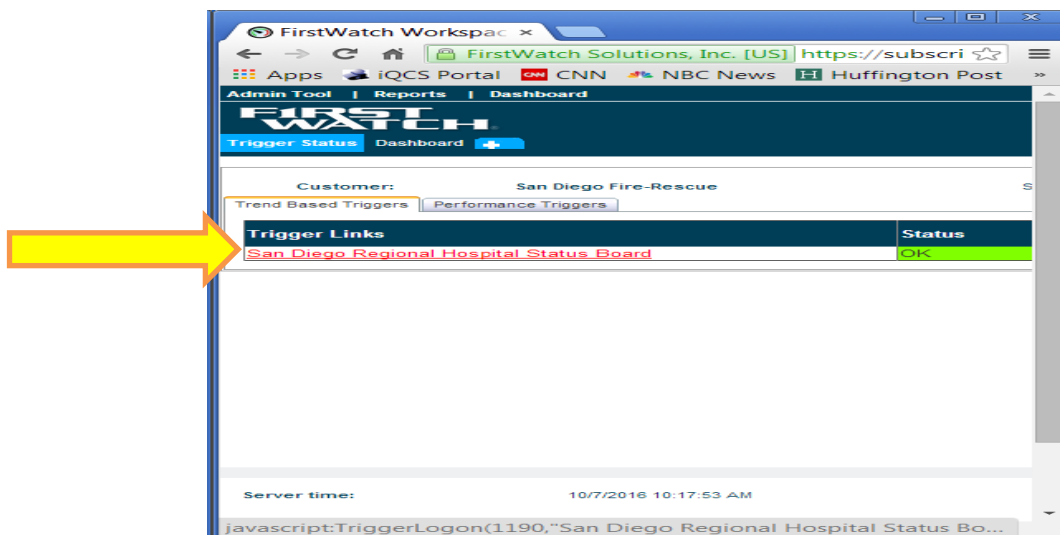
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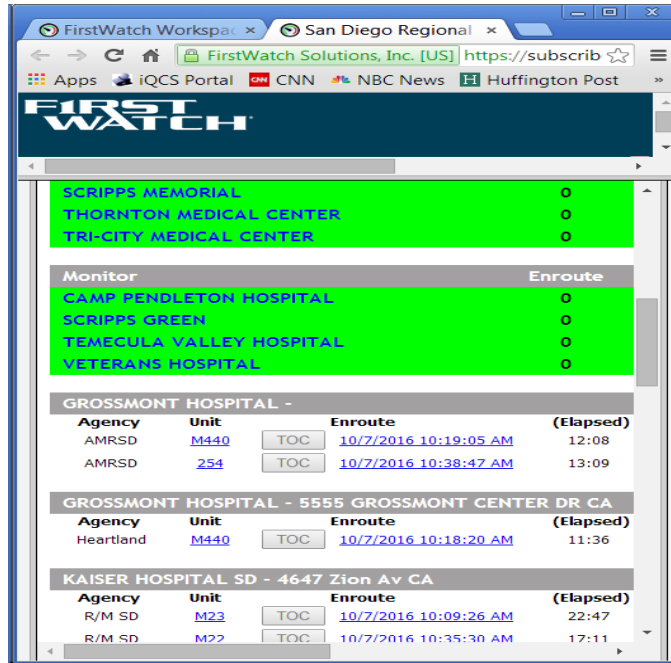
2. After successful log-in, access the San Diego Regional Hospital Status Board by clicking on the trigger link



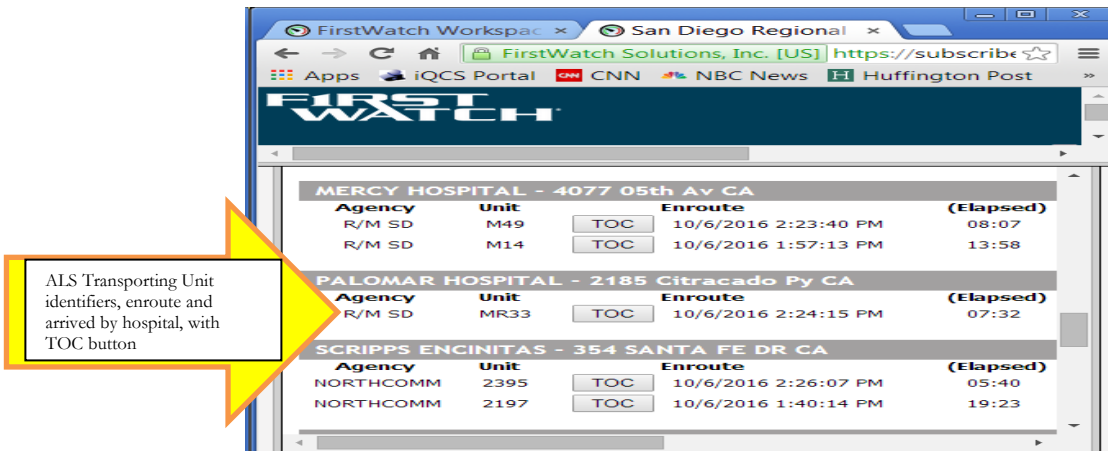
3. The Hospital Status Transport Dashboard (HSTB) with TOC buttons will appear on the screen.

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4. When TOC is initiated (refer to S-610), the last action of patient offload is that the ED Nurse or ED Physician receiving the patient pushes the TOC button located next to the name and unit number of the offloading ALS Transporting Unit.



**TOC ≤ 30 minutes:**

5a. Once the TOC button is pushed a pop-up window appears which requires the ED Nurse or ED

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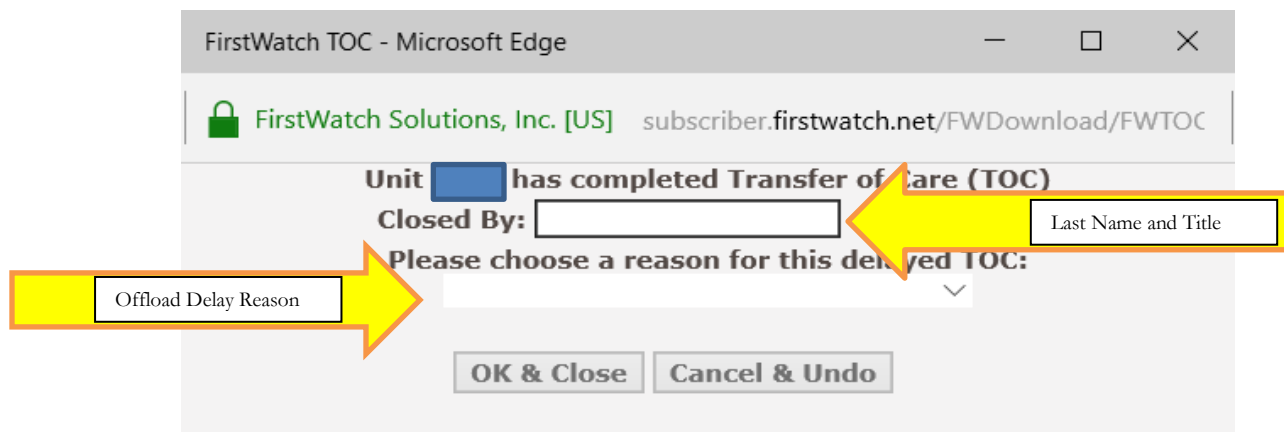
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Physician accepting the patient to verify, by typing in LAST NAME and TITLE in text box, that Unit XXXX has completed TOC.



**TOC > 30 Minutes:**

5b. Once the TOC button is pushed a pop-up window appears which requires the ED Nurse or ED Physician accepting the patient to verify, by typing in LAST NAME and TITLE in text box AND choosing an offload delay reason from the drop down menu, that Unit XXXX has completed TOC.



**Offload Delay Choices**

- No ED Beds available d/t ancillary department delays
- No ED Beds available d/t Behavioral Health holds
- No ED Beds available d/t ED staffing

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- No ED Beds available d/t high capacity
- No ED Beds available d/t ICU/Tele/M-S IP holds
- No ED Bed available for special needs patient
- Internal Disaster
- Multi-Casualty Incident/Annex D
- Other: **type reason not covered above**



6. TOC complete. Electronic time stamp shows in place of TOC button.

Agency	Unit	Enroute	(Elapsed)	Arrived	(Elapsed)
AMRSD	92	14:03	10/6/2016 1:59:06 PM	15:59	10/6/2016 2:15:05 PM 08:13

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