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*Administrative Policies and Procedures*

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**TITLE:** REQUESTS FOR TRANSFER TO MERCY HOSPITAL  
OR MERCY PROVIDENCE HOSPITAL (“MERCY”)

**POLICY:** All requests to transfer a patient to Mercy will be managed according to this Policy.

**PROCEDURES:**

I. Accepting Transfer:

A. Any physician (or DEM Physician designee) has the authority on behalf of Mercy to ACCEPT a patient transfer to Mercy. All such patient transfers require the Physician for Mercy Hospital to contact Mercy TACC at 1-888-TO-MERCY (1-888-866-3729) prior to accepting the Transfer to confirm bed availability. The Physician at Mercy Providence Hospital should contact the Nursing Supervisor to confirm bed availability prior to accepting the transfer

II. Refusing Transfer:

A. Only DEM Physicians (or designee) have the authority on behalf of Mercy to REFUSE a patient transfer to Mercy. A non-DEM Physician does NOT have the authority on behalf of the Hospital to REFUSE a patient transfer to Mercy. Such Physician can make such recommendation to the DEM Physician.

B. Such REFUSALS may only occur by the DEM physician if one of the following is true:

- 1) Mercy does not have the capacity (i.e., bed, staff or equipment) to care for patient such as:
  - a) Mercy is on Condition Red. (However, if the patient with an emergency medical condition is a direct admit to the floor or trauma/critical care unit, and a bed is available, the patient must be accepted unless another exception applies.)

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**POLICY SOURCE:**

**ORIGINATION DATE:** 11/20/02

**CROSS REFERENCE:**

**DATE REVISED:**  
**DATE REVIEWED:**

- b) Patient requires specialty care, and no one is on-call for a particular specialty where Mercy has less than three (3) staff physicians in that particular specialty and therefore there are gaps in the call schedule.
  - c) Requested Services are unable to respond due to previous emergency and no backup is available.
  - d) On-call specialist is too fatigued from current or ongoing care and no back up is available. (Precise details are required to be documented in an Occurrence Report by DEM Physician and the On-call Specialist.)
- 2) If the patient does not have an emergency medical condition, i.e., the patient never had an emergency medical condition or it has already been resolved.
  - 3) It is a request for Lateral Transfer: If a facility requests to transfer to Mercy a patient with an emergency medical condition that has not been resolved and the requesting facility HAS the capabilities to resolve the emergency medical condition.

III. Inappropriate Transfer:

- A. If a physician believes that a facility has, or has attempted to, transfer a patient to Mercy inappropriately, he/she should call the Administrator on Call to report it.
- B. Complete attached form.

ADDENDUM

