

Institutional Handbook of Operating Procedures Policy 09.01.04	
Section: Clinical Policies	Responsible Vice President: EVP and CFO
Subject: Transportation	Responsible Entity: Hospital Transportation Services

I. Title

Patient Transportation

II. Policy

The Transportation Department is available 24/7 at the Galveston Campus. At the League City and Clear Lake Campuses, transportation services are available from 7:00 AM to 11:00 PM, seven days a week. The department is responsible for transporting patients between care units, [designated buildings](#), and service department areas on UTMB campus.

Transportation dispatch is available 24/7 at (409) 772-1516 and can clarify any patient transportation questions.

Hospitalized patients cannot be transported without following proper patient identification procedures (i.e., matching a patient's name and account number to name and account number that is listed in the patient's chart, which must also contain the patient's hand-off form). Intensive Care Unit (ICU) patients being transported must be accompanied by a physician or registered nurse in addition to the Transportation escort.

Inmate patient transportation between Texas Department of Criminal Justice (TDCJ) prison units and UTMB treatment facilities shall be arranged by TDCJ. Transport of TDCJ patients within TDCJ and UTMB hospitals is provided by TDCJ officers.

Referring hospitals and long-term care facilities are responsible for arranging patient transportation to UTMB.

UTMB respects the diverse cultural needs, preferences, and expectations of the patients and families it serves to the extent reasonably possible while appropriately managing available resources and without compromising the quality of health care delivered.

The Transportation Department is not responsible for patient belongings (see [IHOP Policy 09.01.02 Management of Patient Belongings](#)). The Transportation Department does not provide transportation to or from a patient's residence.

III. Procedure

A. Hospitalized Patients

Requests for services from Transportation Department may be made by telephone or computer. The order in which requests are dispatched will be based on priority, with stat transportation requests given priority over routine requests.

Although patients and their families are responsible for providing their own transportation upon discharge, the Department of Care Management may assist with arranging transportation to other care facilities.

Financial responsibility for transportation and procedure(s) to be performed will be determined prior to transport of the patient.

B. Outpatient/Clinic Appointment

Within designated buildings, the Transportation Department will provide on campus transportation via wheelchair, stretcher, or with ambulatory assistance.

Patients are responsible for arranging their own transportation to and from their clinic appointments.

Patients who require monitoring or admitting, and are in non-contiguous buildings connected to UTMB main campus, will be transported via Galveston EMS.

C. Requests for Transportation Services

Patient transportation requests must be submitted with the following information:

1. Patient name
2. Requestor name and unit
3. Pickup location
4. Mode of transportation required, e.g., wheelchair, stretcher
5. Destination
6. Time patient must be at destination
7. Whether the patient's chart or other items will also be transported (e.g., whether an IV or O₂ is in place)
8. Any additional assistance
9. Isolation precautions, if any

Once a patient has been transported to their destination, a separate request must be submitted for the patient's transport to another location.

D. Patient Chart

Whenever an inpatient is transported or leaves their room for a procedure, the patient's chart must accompany the patient. The Transportation escort will retrieve the patient's chart and confirm presence of a hand-off form before transporting the patient.

IV. Related UTMB Policies and Procedures

[IHOP - 09.01.02 - Management of Patient Belongings](#)

V. Dates Approved or Amended

<i>Originated: 03/03/1992</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
05/13/2025	11/22/2016

VI. Contact Information

Hospital Transportation Services
(409) 772-1512