

Section 9	Clinical Policies	03/03/92	- Originated
Subject 9.1	Admissions, Transfers, and Discharges	04/08/13	- Reviewed w/ changes
			- Reviewed w/o changes
Policy 9.1.4	Patient Transportation	05/13/13	- Effective
			Transportation Department - Author

Patient Transportation

Definitions

Designated Buildings: Primary Care Pavilion (PCP), UTMB Health Clinics (UHC), ~~and~~ Victory Lakes Specialty Care and Victory Lakes Multispecialty Center.

Designated Shuttle Pick-up Locations: Shuttle pick-up schedules and locations are available online at <http://utmbhealth.com/transportation>.

Policy

Transportation Department, is available 24/7 and is responsible for transporting patients between patient care units, designated buildings, and service department areas on UTMB campus.

Transportation dispatch is available 24/7 at 409-772-1512 and can clarify any shuttle or patient transportation questions.

Hospitalized patients cannot be transported without following proper patient identification procedures (i.e., matching a patient's armband medical record number to the medical record number 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 TDC and UTMB hospitals is provided by TDCJ officers.

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

Transportation Department is not responsible for patient belongings (see [IHOP Policy 9.1.2 Management of Patient Belongings](#)). Transportation Department does not provide transportation to or from a patient's residence.

Hospitalized Patients

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

UTMB HANDBOOK OF OPERATING PROCEDURES

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Hospitalized Patients, continued

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.

Outpatient/Clinic Appointment

Within designated buildings, Transportation Department will provide on campus transportation via wheelchair, stretcher, vehicle, or with ambulatory assistance. Patient and employee shuttles are available only to and from designated locations.

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

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

Requests for Transportation Services

Patient transportation requests must be submitted with the following information:

1. Patient's name
2. Requestor's 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. Whether any additional assistance or security is needed
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.

Patient Medical Records

Whenever an inpatient is transported or leaves their room for a procedure, the patient's medical record or 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.

References

[IHOP 9.1.2 Management of Patient Belongings](#)
