

SOP: Patient Transport Request and Scheduling Procedures

This SOP details the **patient transport request and scheduling procedures**, covering the standardized process for submitting transport requests, criteria for prioritizing patient needs, coordination between medical and transport teams, scheduling methods to optimize resource allocation, communication protocols, and documentation requirements to ensure safe, timely, and efficient patient transfers within and between healthcare facilities.

1. Purpose

To establish a consistent and efficient process for requesting, approving, scheduling, and documenting patient transport services within and between healthcare facilities.

2. Scope

This procedure applies to all staff involved in patient admissions, discharges, transfers, and transport services at [Facility Name].

3. Definitions

Term	Definition
Transport Requester	Authorized staff (e.g., nurse, unit clerk, physician) initiating the transport request.
Transport Team	Personnel responsible for moving patients safely between locations.
Scheduling Coordinator	Individual(s) responsible for managing and prioritizing transport requests.

4. Procedure

4.1 Submitting Transport Requests

- Complete the approved Patient Transport Request Form (electronic or paper).
- Provide the following details:
 - Patient identification (name, MRN, DOB)
 - Current and destination locations
 - Requested date and time
 - Reason for transport
 - Special needs (e.g., wheelchair, stretcher, oxygen, medical escort)
- Submit the request to the Scheduling Coordinator via the designated system (EHR module, online portal, or phone/email if systems are down).

4.2 Prioritization Criteria

- Emergency/Urgent: Immediate clinical need/endangerment.
- High Priority: Clinical procedures/appointments with strict timings.
- Routine: Non-urgent/elective transfers.

The Scheduling Coordinator assigns priority level based on request details and clinical guidance.

4.3 Coordination Between Teams

- The Scheduling Coordinator verifies availability of transport resources and communicates with the medical team to confirm patient readiness.
- The medical team ensures necessary preparations (documentation, consent, clinical handover) are complete before transport.
- The transport team confirms instructions and collects the patient at specified time and location.

4.4 Scheduling and Resource Allocation

- Requests are logged in the scheduling system and assigned to available transport personnel and vehicles, if necessary.
- Urgent transports override routine schedules as per prioritization criteria.

3. Efforts are made to group routes and optimize vehicle/personnel use where appropriate.

4.5 Communication Protocols

- All changes or delays in timing are promptly communicated to both sending and receiving teams.
- Contact details for transport dispatch are provided on all request and confirmation documents.
- Transport status is updated in real-time in the scheduling system or via direct phone communication if required.

4.6 Documentation Requirements

1. All completed transports are documented in the patient record, including:
 - Date and time of transport
 - Personnel involved (names, roles)
 - Condition on departure and arrival
 - Any incidents or special circumstances during transport
2. Transport logs are maintained daily by the Scheduling Coordinator for quality and compliance audits.

5. Responsibilities

- **Transport Requester:** Provide complete and accurate information, prepare patient for transport.
- **Scheduling Coordinator:** Prioritize and schedule requests, communicate with relevant teams, maintain records.
- **Transport Team:** Safely transfer patients, adhere to infection control and safety protocols.
- **Medical Team:** Ensure clinical readiness, handover patient with pertinent information.

6. References

- Facility Transport Policy
- Infection Control Guidelines
- Patient Handover SOP

7. Review and Revision

- This SOP shall be reviewed annually or upon significant process/system changes.
- Revisions must be approved by the [Transport Manager/Quality Assurance Department].

8. Appendices

- Appendix A: Patient Transport Request Form (sample)
- Appendix B: Emergency Contact List
- Appendix C: Transport Log Sheet