

Providence Patient Placement Center

Transfer Services Target Go-Live

Providence Little Company of Mary, Torrance and San Pedro: December 7 at 9a.m.

Overview:

- Open 24/7
- Calls are recorded
- Calls are answered by an experienced nurse or intake specialist.

What activities will be managed by the Patient Placement Center?

During Phase I of our launch, the Patient Placement Center will manage the following services:

- Inbound transfers to ministries for IP/ED care excluding Behavioral Health transfers
- Direct Admission from physician offices and clinics
- Outbound transfers for higher-level-of-care, insurance reason or patient/family request

How do you initiate the process?

Call 844-900-XFER (toll free)

Fax # 949-381-4542

Who can initiate a referral/transfer?

Nurses, Case Managers, insurance providers, third-party or hospital representatives, physicians and medical directors. Patients and families should request a referral through their physician or assigned case manager.

Helpful Hints:

- For Code Stroke, Stemi: Follow your current process
- Insurance related transfer-out from ED: Follow process of Post Stabilization Unit (golive 12/16)
- Providence in-network patients back to Providence: Call Patient Placement Center

Key Functions of the Providence Patient Placement Center

- Collect basic patient demographic and preliminary clinical information.
- Triage the calls and connect with appropriate hospital and specialist.
- Coordinate physician to physician call.
- Collect and complete details for a hospital admission.
- Coordinate inpatient bed assignment
- Arrange for patient transportation as needed.
- Follow up with referring facility/provider.

For More Details Contact:

Jaya Agrawal, Regional Director of Transfer Services

Cell 513-507-1903

Jaya.agrawal@providence.org

Tam shift needs to fax E.D. call list
everyday to (949) 381-4542