



Standard Operating Policy and Procedure Guide

Department Communications	Type Communications	Effective 8/15/11	Revision 8/15/2014 / 5/18/20
Number 2.14.1	Topic Non-Emergency Calls, Accepting	Approvals (A/L) DM/WR	Reviewed 8/20/2014

OVERVIEW

Amerimed will handle non-emergency transports based on several factors. Many medical and medically- related facilities are handled in different manners. When the call is placed from somewhere other than the facilities specified below, the Operator should refer to the NON-EMERGENCY TRANSPORTATION GUIDE located in the Communications Center.

SECTION A

When answering any emergency phone line, the Operator should answer:

1) "AMERIMED, THIS IS (operator first name), MAY I HELP YOU?"

After following EMD protocol or Amerimed Emergency Request guidelines, and the operator has determined the request is of a non-emergency nature the following procedure should be used.

2) Ascertain all of the following,.

- Phone number from where the caller is calling
- Caller's Name
- Location of the patient - complete street address and city
- Room Number / Department (if applicable)
- Reason for Transport
- Destination for Transport – including department
- Patient Name
- Appointment Time (if applicable)
- Pick up Time
- Special Equipment Required
- Payer, Responsible Party, Insurance Information (As described in NETG)
- Authorization / PO Number (selected contract facilities, as necessary)

3) Refer to NON-EMERGENCY TRANSPORTATION GUIDE located in the Communications Center to triage call.

4) Enter call information into the CAD system immediately.

SECTION B

DIALYSIS and RADIATION PATIENTS being transported for those treatments should not be accepted without prior management approval.

If the call originated from a contracted facility (see list of Contracted Facilities located in the communications center), accept the call regardless of payment plans unless the trip is in excess of 60 miles from originating facility. However, if the facility requesting the transport is responsible for payment, ensure that the caller is aware that the facility will be billed for the transport. When accepting a call from a facility, ensure that the caller is an employee from that facility, and not a family member of the patient. If more than 60 miles, direct the call to the Patient Accounting Team.

If the call did not originate from a contracted facility, ascertain payment plan information by contacting the billing department or the on-duty or on-call manager. If unable to make contact with a manager by three attempts, document the time and method of each attempt and accept the call unless it is obviously outside of Amerimed service area.