

### **HonorHealth Transfer Center**

The transfer center team consists of Registered Nurses and Coordinators who are available 24 hours a day, seven days a week to coordinate direct admissions, inbound, outbound, and interfacility transfers.

### **What you can expect**

When you call 480-323-7363 you will speak to a qualified transfer coordinator who will initiate the transfer process by completing an intake. As a part of the process, you can expect the following:

- Timely evaluation of the transfer request
- Collection of appropriate clinical information
- Once accepted, coordination of bed assignment
- Facilitated provider communication (recorded line)

### **What you should expect to provide**

- Name of sending facility/provider and call back number
- Patient Name, Gender, Date of Birth
- Current location of patient (date of admission)
- EMC (Emergency Medical Condition)
- Diagnosis
- Reason for Transfer
  - Higher level of care
  - Service Not Provided at Sending Facility
- Service Line/Specialty Requested
- MD requesting the transfer (contact number-direct line or cell, no pagers)
- Type of bed/Level of care requested

### **All Service Lines Including:**

- Cardiology/Heart Services
- Emergency Services/Level 1 trauma
- Orthopedics
- Neurology/Stroke/Neurosurgery
- Surgery Services
- Women's health
- Gastroenterology

**One call to any Honor Health Hospitals 24/7 year round**

**Osborn Medical Center**  
7400 E Osborn Ed  
Scottsdale AZ 85251

**Scottsdale Medical Center**  
9003 E Shea Blvd  
Scottsdale AZ 85260

**Thompson Peak Medical Center**  
7400 E Thompson Peak Pkwy  
Scottsdale AZ 85255

**Sonoran Crossing Medical Center**  
33400 N 32<sup>nd</sup> Ave  
Phoenix AZ 85085

**John C. Lincoln Medical Center**  
250 E Dunlap Ave  
Phoenix, AZ 85020

**Deer Valley Medical Center**  
19829 N 27<sup>th</sup> Ave  
Phoenix AZ 85027

**Where is the transfer center located?**

It is located on an office building on the John C. Lincoln Campus.

**Are all transfers handled by the transfer center?**

Transfer center will manage internal, external, and incoming transfers for higher level or specialty care including direct admission.

**What happens when an on-call physician doesn't want to see or take a patient?**

Escalation protocols have been built and will be used as needed to address these situations. Generally, the Admin Rep will be notified to communicate with the on-call provider.

**What happens once a transfer request is accepted?**

A bed will be requested based on level of care, once a bed is assigned, the transfer center will contact/confirm accepting provider. Stakeholders are notified of transfer, and discussion about mode of transport will begin.

**What do I do if I need to send a patient to another facility for procedure only?**

Complete the order for the test/procedure, and place and LOA order. Then you can contact the transfer center or complete the ADT50 order for the transfer center. \*The patient must have an appointment or order for the test before the transfer center can set up transport.

**Who determines the most appropriate mode of transportation?**

The physician who is providing direct immediate care. This can be done in consultation with specialist who will be assuming care.

**Who determines the level of care needed?**

The physician who is providing direct immediate care.