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|  <p>BAY OF PLENTY<br/>DISTRICT HEALTH BOARD<br/>HAUORA A TOI</p> <p><b>PATIENT TRANSFER<br/>PROTOCOL</b></p> | <p align="center"><b>PATIENT TRANSFER – AIR TRANSFER STANDARDS<br/>(TO / FROM)</b></p> | <p align="center"><b>Policy 6.4.1<br/>Protocol 5</b></p> |
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## STANDARDS TO BE MET

### 1. Acute Air Ambulance Transfers and Referrals

- a) For seriously ill or time critical transfer to definitive care.

### 2. National elective transfer / repatriation

- a) When the travel time by road ambulance is three (3) hours or greater.  
b) Continued hospitalisation required for care OR rehabilitation at usual region of residence.  
c) An elective transfer may be carried out as a ‘Nurse Only’ who is a member of the Transport Team.  
d) Patient fitness to fly approved by Medical Officer.

### 3. Service Providers

| SERVICE                                       | DETAILS   |
|---|---|
| Tauranga Helicopter<br><br>Trust Power / TECT | <p><u>Type of Service:</u></p> <ul style="list-style-type: none"> <li>• Helicopter</li> </ul> <p><u>Contact Process:</u></p> <ul style="list-style-type: none"> <li>• The referring Medical Officer will contact the Duty Manager pager: <b>1001</b> or mob: 0212284792 and request “Trust Power / TECT” Helicopter.</li> <li>• Essential information required by Duty Manager;               <ul style="list-style-type: none"> <li>- crew composition</li> <li>- patient’s name,</li> <li>- NHI number,</li> <li>- time patient will be ready for transfer,</li> <li>- location of patient for pick-up,</li> <li>- <b>accepting</b> Consultant, hospital and ward / department.</li> </ul> </li> </ul>  |
| Westpac Air Ambulance                         | <p><u>Type of Service:</u></p> <ul style="list-style-type: none"> <li>• Helicopter</li> <li>• Fixed wing</li> </ul> <p><u>Contact Process:</u></p> <ul style="list-style-type: none"> <li>• The <b>REFERRING MEDICAL OFFICER</b> will contact the Waikato ITU Transport Team and speak to ITU Transport Consultant or Registrar</li> <li>• Phone; 07 839 8899 <u>OR</u> <b>speed dial 6799</b> (Waikato Hospital Telephonist)</li> <li>• Essential information required:               <ul style="list-style-type: none"> <li>- referring hospital locality <u>and</u> staff to liaise with,</li> <li>- <u>exact</u> location of the patient e.g. ward / dept and bed number,</li> <li>- patient name and NHI number,</li> <li>- nature and / or extent of illness / injury,</li> <li>- vital signs, level of consciousness, treatment so far,</li> <li>- appropriate lab and / or radiology results,</li> <li>- any significant past history.</li> </ul> </li> </ul> |

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| Issue Date: Aug 2016<br>Review Date: Aug 2019                   | Page 1 of 3<br>Version No: 4                                   | NOTE: The electronic version of this document is the most current. Any printed copy cannot be assumed to be the current version. |
| Protocol Steward Clinical Nurse Co-ordinator, Patient Transfers | Authorised by: Medical Leader, Anaesthesia & Surgical Services |  |

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| SERVICE  | DETAILS  |
|--|--|
| <p>New Zealand Air Ambulance Service (NZAAS)</p> | <p><u>Type of Service:</u></p> <ul style="list-style-type: none"> <li>• Helicopter,</li> <li>• Fixed wing</li> <li>• Jet</li> </ul> <p><u>Contact Process:</u></p> <ul style="list-style-type: none"> <li>• Phone:-0800 2 RESPOND (0800 2737 7663)</li> <li>• All transfers are booked through NZAAS. They have their own teams for all adult transfers. PICU and NICU jobs are staffed by Auckland Hospital and work is referred to ARHT as required for Helicopter transfers</li> <li>• Essential information required: <ul style="list-style-type: none"> <li>- referring hospital,</li> <li>- referring Doctor,</li> <li>- contact phone number and fax numbers of referring hospital,</li> <li>- patient's name, NHI and condition,</li> <li>- accepting hospital,</li> <li>- accepting Doctor</li> </ul> </li> </ul> |

**4. Patient Transfer Process** - Refer to [Appendix 1 Flowchart](#)

**ASSOCIATED DOCUMENTS**

- Bay of Plenty District Health Board policy 2.2.5 Media
- Bay of Plenty District Health Board policy 6.4.1 Transfer of Patients
- Bay of Plenty District Health Board policy 6.4.1 Protocol 2 Patient Transfer - Inter Hospital Transfer Standards
- Bay of Plenty District Health Board policy 6.4.1 Protocol 10 Patient Transfer - International Repatriation / Transfer Standards
- Bay of Plenty District Health Board policy 2.5.2 protocol 4 Health Records - Transportation by BOPDHB Staff Members

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**Appendix 1: Patient Transfer Process Flowchart**

