

	Quality Management Systems Procedure	
	Title: Referral of Patients	
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Policy:

Patients who have been admitted for treatment in the any TVVP hospital but require specialized care which is not available in the hospital (or) do not match the scope of the services of the hospital shall be referred / transferred to another hospital.

Scope:

The policy is meant for the patients who may need to be transferred from wards / casualty of TVVP Hospital to other diagnostic facilities or to other Govt. hospitals for higher level investigations / interventions / treatment etc.

Definitions:

Stable Patient: Vital signs are stable and within normal limits, and absence of any immediate threat of life / limb / vision and who is not in any physiological distress.

Unstable Patient: Vital signs are unstable and not within normal limits. Patient may be unconscious. Ex: In case of Poly-trauma, Shock, Status epileptics, Malignant Arrhythmia and impaired level of consciousness.

Description of the Process:

- Help Desk shall keep an updated list of nearest healthcare facilities which are running under AUTONOMOUS / DME / TVVP with their specialties and contact details to identify and coordinate with them in case referral / transfer is required.
- Decision of referral / transfer shall be taken by the treating doctor / duty doctor and the same shall be intimated to the patient and their attendants with reasons.
- Patients who are coming for casualty shall be stabilized; informed consent shall be obtained before transferring to ward or ICU as per the need.
- Inter facility referral / transfers of the patient shall be assigned to 108 ambulances after filling the IFT form (OR) shall be shifted in the hospital ambulance accompanied by a para-medical staff or a nurse, if 108 ambulances are not available.
- All the patients who are being referred / transferred shall be provided with a **case summary** mentioning the status of the patient, significant findings and treatment given in the hospital.