

COVID-19 Transfer Process for Hospital to Alternative Care Site and COVID-19 SNF Network Inter-Facility Transfers

In response to the anticipated surge in cases related to COVID-19 and subsequent transfers to a large number of Alternative Care Sites (ACS) and COVID-19 positive Skilled Nursing Facilities (SNFs), Cal EMSA has contracted with four transfer centers across the State to facilitate transfer requests and transportation (in conjunction with local EMS and other providers). The process will work as follows:

1. State-wide, hospitals, congregate living facilities, or SNFs requesting a transfer of a stable COVID-19 positive patient can call the All-Access Transfer Center (AATC). This phone number is **(855) 301-2337 (BEDS)**. The Fax number is (916) 646-7100 and email is Beds@transfercenter.org. Finally, CQI@transfercenter.org can be used for any request for records.

AATC will do an initial screening of the transfer request using the clinical admission guidelines for Alternative Care Site (ACS) or COVID-19 positive SNF. AATC will then contact the Intake Coordinator at an ACS/SNF that indicates available staffed bed capacity and is geographically proximal to the referring hospital. AATC will connect Physicians to the ACS/SNF via dedicated phone line.

2. It will be the responsibility of the ACS/SNF Intake Coordinator to confirm a receiving physician and to coordinate a physician to physician confirmation of the transfer (between the sending and receiving physicians) including any necessary medical records / test results to be sent with the patient via the AATC.
3. Upon confirmation of the transfer, the ACS/SNF Intake Coordinator will call AATC and AATC will coordinate the transfer of the patient from the sending hospital to the receiving ACS/SNF. AATC will utilize local routine EMS/transport providers as appropriate to conduct the transfer.

Exceptions to the Above Process:

- In Fresno, Madera, Kern, Kings and Tulare Counties, the AATC will contact the ***Fresno County EMS Communications Center*** for all transport requests in the aforementioned counties. Transferring facilities can also reach out directly at **(559) 600-7800**.
- In San Luis Obispo County, the AATC will contact the San Luis Ambulance (SLA) Dispatch Center (MEDCOM) at **(805) 781-4563** for all transport requests in the aforementioned county. Transferring facilities can also reach the SLA business office, open Monday-Friday from 8am-5pm at **(805) 543-2626**.

Other Non-Patient Transfer Requests: Requests for critical supplies, equipment or personnel should continue be routed through the Counties MHOAC standard process for resolution/escalation.

Transfers Out from ACS: Patients needing emergent transport from the ACS/COVID-19 SNF to a higher level of care should use the EMS system in their geographic region or area. Non-emergent transfers (i.e. discharge facilitation) from the ACS/SNF can utilize the COVID Transfer Network providers.