

Patient Transfer Assistance for NCTTRAC Hospitals

NCTTRAC EMCC Patient Transfer Assistance Cell (PTAC)

Phone: **817-607-7088**

Pulsara: **02-RMOC-Dallas**

Hours: M-F 10:00 AM – 10:00 PM
Sat-Sun 2:00 PM – 10:00 PM

The What

Due to severe levels of patient surge impacting the hospitals in Trauma Service Area C, D, and E, NCTTRAC is standing up a Patient Transfer Assistance Cell (PTAC) as part of the NCTTRAC EMCC. This is a dedicated team that will help sending hospitals identify available beds for difficult to transfer patients. The PTAC is available to help all hospitals in Trauma Service Area C, D, or E.

How it Works

1. First, attempt to find a receiving facility by utilizing your normal transfer process and contacts.
2. *IF* you cannot find a receiving facility for your patient, contact the EMCC Patient Transfer Assistance Cell (PTAC) to initiate a patient transfer assistance request.

By Pulsara (Preferred)	By Phone (if Pulsara isn't available)
<ol style="list-style-type: none">1. Create a channel for the patient in Pulsara<ol style="list-style-type: none">a. If your hospital is not on Pulsara, use this link to sign up.2. When creating the patient channel in Pulsara, be sure to include the following information:<ol style="list-style-type: none">a. Hospital Point of Contact (name and phone)b. Attending Physician Point of Contact (name and phone)c. Reason for Transfer (higher level of care, capacity, specific specialization needed)d. Patient Name, Sex, and Date of Birthe. Brief Diagnosis/Chief Complaint<ol style="list-style-type: none">i. Include last vitals, oxygen therapies, drips, etc.)f. Relevant Medical Historyg. Current Location (ED vs Floor vs ICU, room #)h. Type of Bed Neededi. Specializations Neededj. COVID Status & Last Testk. Additional Info as needed3. Initiate a consult with the 02-RMOC-Dallas	<ol style="list-style-type: none">1. Call the PTAC at 817-607-70882. We will ask you for the following information:<ol style="list-style-type: none">a. Hospital Point of Contact (name and phone)b. Attending Physician Point of Contact (name and phone)c. Reason for Transfer (higher level of care, capacity, specific specialization needed)d. Patient Name, Sex, and Date of Birthe. Brief Diagnosis/Chief Complaint<ol style="list-style-type: none">i. Include last vitals, oxygen therapies, drips, etc.)f. Relevant Medical Historyg. Current Location (ED vs Floor vs ICU, room #)h. Type of Bed Neededi. Specializations Neededj. COVID Status & Last Testk. Additional Info as needed

3. We will contact any hospitals reporting availability for the relevant patient type in TSA-C, D, and E
4. If we cannot find placement in our region, we will elevate the request to the State Coordination Center
5. If we are unable to find placement for the patient in the state, we will contact hospitals and Medical Coordination Cells in neighboring states
6. Once we find potential placement for your patient, we will notify you of the receiving facility and provide you with relevant contact information to conduct the nurse-to-nurse/physician-to-physician
 - a. Note that we do not have authority to accept a transfer on behalf of another hospital; we will find out if they have availability to accept a particular patient but the ultimate clinical acceptance must occur between the sending and receiving facilities directly
7. If we are unable to find placement for the patient using the steps above, we will repeat those steps the following day or until placement is found



TEXAS
Health and Human
Services

Texas Department of State
Health Services



Texas Hospital Association

**TEXAS EMTF STATE
COORDINATION CENTER
LOAD BALANCING PROGRAM FOR HOSPITALS**



As current bed capacity vs. patient load continues to be a strain on hospitals and resources alike, the need for a standardized approach to process patient movement requests as well as to keep communication streamlined has become evident. A collaborative plan has been put in place to make the patient movement process more functional for all. The EMTF State Coordination Center (SCC) has been created by DSHS and TDEM to address this issue and will be managed by the Texas EMTF program. The EMTF State Coordination Center concept has been endorsed by both the Texas Hospital Association and the Texas Organization of Rural and Community Hospitals,

The EMTF SCC will utilize the [Pulsara](#) Collaborative Communication app, a HIPAA-compliant app that can quickly and easily be loaded onto any IOS or Android smart device at any Hospital or Transfer Center throughout the State. There is NO COST for the app or the service by the SCC for this decompression and load balancing mission. Once local referral patterns have been exhausted, the patient should be entered into Pulsara. This alerts the appropriate local Medical Operations Center as well as the State Coordination Center of the request and can be connected in order to better collaborate and orchestrate the movement of the patient. The amount of phone calls from hospital to hospital as well as to Transfer Center's and RAC's has been redundant, time consuming and inefficient and has detracted from the overall success of the mission. THA, TORCH, DSHS and TDEM are joined together requesting that each hospital sign up for Pulsara and use this tool to increase communication and efficiency for transfer requests during this COVID surge.



The steps are straightforward and as follows.

STEP 1 – Sign up

Please go the web page www.pulsara.com/tx-emptf for a more detailed explanation of this app and to [sign up](#) for Pulsara. Again, this app is FREE for all Texas hospitals during the COVID surge. Once the initial sign up has taken place the initial administrator will create a unique username and password and invite other users from their hospital who are authorized to make patient movement requests.

STEP 2 – Download app, log in and training

Once the initial sign up and log in has taken place. The app can be downloaded, and the user can log into the Pulsara App. This [training link](#) is then sent to the user and can be distributed to others. There is a written step by step process description as well as a short video description on how to use the app. This process is very straightforward.

STEP 3 – Make a request and communicate

The app allows a hospital to give more detailed information in a quicker way than making multiple phone calls. The app also allows the sending hospital to immediately be notified of any questions regarding the patient or any status change in their requests. In addition to patient demographic information, chief complaint and acuity/treatment information, the app also allows the requesting facility to upload images such as face sheets, lab values etc. This can streamline the process for receiving facilities or transfer centers who are able to accept a patient. Also the group chat feature allows the RAC's, Statewide Coordination Center and others to ask questions, clarify, update and collaborate on the patient and any changes in their condition.

For further questions or assistance please email Texas@Pulsara.com and resources are at the ready to assist.