



**GOVERNMENT OF  
NEWFOUNDLAND AND LABRADOR**



***DEPARTMENT OF HEALTH AND COMMUNITY SERVICES  
Board Services***

<b>POLICY: Return Transfers - Originating in the St. John's Metropolitan Area</b>	<b>POLICY NUMBER: EHS 2003-09-35</b>
<b>ORIGINAL DATE: May 17, 1990</b>	<b>LAST REVISED DATE: November 1, 2005</b>

**I. PURPOSE:**

- A. To determine which operators the Health Care Corporation of St John's Ambulance dispatch shall call to complete return transfers.
- B. To outline conditions applicable to calls originating in the St. John's Metropolitan area which includes the Goulds, Flat Rock, Petty Harbour, Maddox Cove, Mount Pearl, Paradise, St. John's, Portugal Cove, St. Phillips, Torbay, Pouch Cove, Bauline, Cape. St. Francis when a return transfer is to take place. These conditions shall not be applicable to any other region or health care facility.
- C. To outline the need for a Road Ambulance Authorization number for all routine transports originating in the area formerly known as the St. John's Metropolitan area.

**II. POLICY:**

- A. All return transfers shall be authorized by the attending physician or delegate in St. John's.
- B. The Health Care Corporation of St. John's shall provide the first right of refusal to the operator licensed to service the community to which the patient is being transferred, provided that the operator contacted has at least one operational ambulance vehicle ready other than the emergency ambulance(s) to do these routine trips. Except under the conditions noted below:
  - 1. If the facility requirements necessitate a 75 minute response time to facilitate the discharge of the patient on an urgent basis and the home base operator cannot comply, then an operator from the rotation list shall be called.
  - 2. If a medical escort from the originating hospital is required, then an operator from the rotation list shall be called.
  - 3. If the home base operator requested is not able to provide an attendant with the qualifications specified by the hospital, then an operator from the rotation list shall be called.

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4. If the patient is returning to Bell Island, St John's dispatch will allow the first right of refusal to the Bell Island licenced operator. This operator can respond to these routine calls provided there is one ambulance remaining on Bell Island to provide emergency coverage.
- C. The rotation list operator shall not respond to these calls if it results in leaving any base areas without emergency service.
- D. Ambulance services with only one ambulance and communities without a licenced operator are not listed in the return transfer policy booklet.
- E. Operators on the rotation list will be paid the same distance as if the trip originated in and terminated at St. John's.
- F. All transports from the aforementioned area require a Road Ambulance Authorization Number in order to be eligible for payment.
- G. The rotation list will be made up of those operators that can met the time response and ambulance availability of this policy.

### **III. PROCEDURE:**

- A. All return transfer from St. John's shall be dispatched through the Health Care Corporation of St. John's (HCCSJ) dispatch.
- B. The HCCSJ dispatch shall assign a road ambulance number for all return transfers from St. John's.
- C. Dispatch shall place a call to the home base operator to ensure that they cannot provide an ambulance within the 75 minute response. If the operator cannot provide an ambulance within that time frame, then a rotation list operator should be called. If the home based operator is provided the first right of refusal and needs to refuse the call, the St. John's dispatch will call an operator from the rotation list. The rotation list criteria must be met to limit the home base operators response time to 75 minutes.
- D. The home base operator shall not arrange for another operator to do their routine calls (out of St. John's).
- E. If an operator on the rotation list refuses a call, the operator shall be placed at the bottom of the rotation list, and the St. John's dispatch will offer the call to the next operator on the rotation list. (Note: Repeated refusal to do calls from the rotation list may result in an operator's service being removed from the list).

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**IV. RESPONSIBILITY:**

- A. It is the responsibility of the operator to ensure all return transfers are properly authorized.
- B. It is the responsibility of the HCCSJ dispatch to maintain an accurate rotation list.
- C. It is the operator's responsibility to obtain a road ambulance number.
- D. It is the Department's responsibility to ensure this policy is followed properly.
- E. It is the Department's responsibility to honor invoices for payment that are submitted in adherence to this policy.