

Warm Handoff Hospital/ED Transfer Protocol

Purpose:

The purpose of the warm handoff is to facilitate a safe transition between skilled nursing facilities and acute care, and to assist ER clinicians with the decision to admit or return the resident to the facility. The handoff will be provided by the **transferring nurse, supervisor or MD/NP.**

Process

Once the decision to transfer the resident to the hospital has been made or ordered the following will be communicated via telephone call to the receiving ER:

- The resident's
 - Name
 - Age
 - Sex
- The name of:
 - This facility
 - The doctor who will be caring for the patient/resident at NYPQ
- A call back number in case there are questions (unit, supervisor or doctor/NP)
- Baseline mental status e.g. alert/oriented, verbal, responds to voice, comatose
- Suspected diagnosis at time of transfer
- Reason for transfer
- Advance directives
 - HCP/DNR/DNI/MOLST

The **NYPQ telephone #** dedicated to receiving a warm handoff is **718-670-1100.**

Please ask to speak to the “Blue team” Attending. Remember to document the call including the name of the attending in the SBAR transfer note.

NOTE:

THE WARM HANDOFF VIA TELEPHONE DOES NOT REPLACE THE TRANSFER DOCUMENTS THAT USUALLY ACCOMPANY THE RESIDENT.