

PATIENT TRANSPORTATION STANDARDS

The Transport Provider shall ensure that staff will:

- Park in a safe position as close to the collection address as possible
- Introduce themselves to the patient
- Ensure that patients are appropriately dressed for warmth and dignity.
- Provide assistance as required to patients (with or without the use of aids) to undertake the journey. Assistance may be required at both the patient's residence and health department.
- Carry patients' equipment and belongings, ensuring they are secured safely for transporting, e.g. wheelchair, Zimmer frame, medical notes, artificial limbs, crutches and personal possessions. Some discharge patients may carry boxes of feed or medication this should be accommodated where possible.
- Return all equipment to the designated location if the journey has left the site, as agreed with the healthcare facility.
- In the event of any delay, e.g. vehicle breakdown, the Transport Provider will inform their office control as soon as possible to allow control staff to inform the receiving healthcare site or residence. Alternative arrangements for the transportation of the patient(s) will be made.
- Provide an improved supportive response for patients who are deaf or have language, learning difficulties or other conditions which require higher levels of support or those whose first language is not English.

STANDARDS FOR PATIENT COLLECTION (PICK UP)

The Provider shall collect Patients:

- From place of residence to Treatment Centre journeys at the time specified on the booking instructions.
- For transfers or discharges from Treatment Centres at the time for which the booking is specified on the dispatch instructions

The Provider must collect Patients:

- (a) On home to Treatment Centre journeys from the door of the Collection Point, or from inside their place of residence if the Patient requires such assistance.
- (b) On Treatment Centre to home journeys the Collection Point may be the ward, the clinic, or waiting area detailed on the booking.

- (c) Using an authorised vehicle appropriate to the Patient's mobility classification.
- (d) The Provider's personnel must show appropriate identification to the Patient being collected and to any other individual who may reasonably request it.

Halo's personnel must:

- If any patient is found in a life-threatening situation at any time while Halo are in attendance outside of a clinically staffed setting you must immediately contact the Emergency Ambulance Service, dialling 999
- Ensure that when collecting a Patient from their home (or another approved address pick up location), where appropriate, household appliances have been switched off, the premises are locked, and the patients have their keys.
- Check the patients carry medication, any necessary medical equipment, appointment card, doctor's letter, etc.
- Help patients, where required to put on their outer garments, particularly during cold weather, and ensure that Patient dignity is maintained at all times.
- Ensure Patients are not left unattended whilst negotiating footpaths, roads, steps, stairs or ramps when leaving the property and/or entering the vehicle, if necessary, assist the patient
- If applicable, ensure that when the patient is picked up from the healthcare facility; liaise with healthcare staff on who to transfer and how to transfer the patient from the bed or chair to the stretcher or wheelchair

Prior to leaving with a discharge or transfer patient, report the departure to a healthcare professional in the department.

If we arrive to collect a Patient in accordance with the confirmed collection time, and the Patient is not ready for collection from their place of residence or from a ward or department (despite having been confirmed as being ready to travel), you will:

- **Wait up to a maximum of 15 minutes, for the Patient.**
- Contact the person who made the booking (or Halo on call Manager) to advise the waiting period has now been exceeded and await instructions.
- Record in real time the reason for, and length of any delay up to a max of 15 minutes. Waiting longer than 15 minutes must only be completed at the request of the customer.

STANDARDS FOR PATIENT CONVEYANCE (DURING JOURNEY)

- Patient comfort and safety should be ensured at all times during transportation. You are expected to take reasonable action to ensure this happens.
- You must ensure that patients are comfortable during their journey and that the vehicle is kept at a comfortable temperature and is well ventilated.
- **You must ensure that all patients travelling wear fitted seat belts (or other safety restraints/devices appropriate to their mobility classification) and that all vehicles are able to safely secure equipment by means of restraints/straps.**

Patients refusing to wear seat belts (or other safety restraints/devices appropriate to their mobility classification) must produce appropriate documentation that authorises the non-use of such safety devices. Where appropriate documentation has been produced, you are required to record such and advise the Duty Manager immediately.

Failure of a patient to comply shall result in their transportation being refused by Halo. In such circumstances Halo is required to inform the Customer immediately.

In the event of a Patient becoming unwell during the journey, you must:

- Inform the Customer, which shall in turn inform the Patient's destination department.
- In the event of a Patient becoming seriously unwell, such that their condition appears life-threatening, personnel of the Provider must: Immediately stop the journey and summon assistance by dialling 999 (Refer to Halo's deteriorating patient protocol).

In the event that you expect the arrival time of a patient receiving treatment to be delayed by 15 minutes or more, the Provider's personnel shall ensure that the Customer is informed of the delay, the reason for the delay and the expected arrival time. Where we have been notified that a patient must travel alone (for reasons such as MRSA, norovirus, blood borne viruses etc.), that patient must be transported without other patients present, unless otherwise specified, and the Vehicle must be removed from Service and cleaned in accordance with robust decontamination procedures as agreed with Customer prior to commencement of the journey.

You as the crew should plan the order of pickup from NHS or care sites to minimise the time patients may be left on the vehicle whilst collecting other patients.

Following departure from the NHS or care site, patients should not be left unattended whilst in transit except whilst providing assistance to other patients exiting and/or entering Authorised Vehicles and buildings.

Where customer requests patients travel together, you must follow this request unless specifically agreed in writing.

STANDARDS FOR PATIENT DELIVERY (DROP OFF)

Upon arrival at the intended destination:

- Patients shall be transported to the waiting area(s) for the designated clinic or care centre in line with the Patient's booking. Where there are no designated waiting areas, Patients will be conveyed to the relevant clinic, unit, care setting or ward and report their arrival to the department reception or designated healthcare professional.
- Recipients of Services such as Renal or Oncology shall not be left unattended by the Provider, in any waiting area, ward, or clinic prior to the opening time of their destination ward or clinic.

At home:

- You must ensure that the patient gains entry to their home following the return journey. It is not acceptable to leave patients in stair wells or lift wells if they request door to door support.
- You must offer patients appropriate help exiting and/or entering Halo Vehicles and buildings as required, regardless of their mobility or classification, prior to, during and immediately following their journey(s).
- You must ensure patients are not left unattended whilst negotiating steps or stairs when alighting the Vehicle.

TRANSPORTATION OF ANIMALS

The conveyance of up to one Guide Dog or Hearing Dog providing assistance to each eligible patient transported shall take place, on the same vehicle as the patient.

Where an eligible patient requires a Guide Dog or Hearing Dog to be conveyed, no other patients shall be transported in the same vehicle. When a Guide Dog or Hearing Dog is conveyed the animal is to be on a lead within one metre of the patient at all times from the point of collection to the delivery point.

Following conveyance of a Guide Dog or Hearing Dog, Halo will undertake any cleaning that may be required to return the vehicle to an acceptable level of cleanliness

for the conveyance of Patients.

No animals other than Guide Dogs or Hearing Dogs shall be conveyed on Halo Vehicles used to deliver the Service.

No animal will be fed on the Vehicle and if they require water this will be provided when the Vehicle is stationary and parked.