

Admission and Transfer Center

Frequently Asked Questions for Community Providers

513-636-9337 – Available 24 Hours a Day, 7 Days a Week

What is the Admission and Transfer Center at Cincinnati Children's?

- The Admission and Transfer Center is designed to improve the communication, accuracy, and timeliness of the intake process for all patient admissions or transfers.
- The Admission and Transfer Center standardizes internal processes to increase promptness, efficiency, and safety of patient transfers into and out of Cincinnati Children's.

Why is the Admission and Transfer Center being created?

- The Admission and Transfer Center is a single-front door for our patients, families, and external partners.
- It will reduce variability in access points and enable customers to complete transfers with a single phone call.

What is the process for using the Admission and Transfer Center and when can I expect a response to my request for direct admission?

- Call the Admission and Transfer Center at 513-636-9337 to initiate the direct admission process.
- For previously established Cincinnati Children's patients, use Epic Link (or Epic if you are employed by Cincinnati Children's) to place an order for a 'Transfer Center Bed Request/Admission Order' to initiate the process.
- Patient flow coordinators will triage requests in real-time during the initial phone call:
 - If it is emergent, the request will be processed right away.
 - If it is urgent, the request will be processed at the flow coordinator's next availability – usually within 48 hours.
 - If it is non-urgent, the request will be placed into a queue and flow coordinators will respond as soon as possible. Expect a response within 72 hours or within 48 hours of your admission date.

What information will I need to provide when calling the Admission and Transfer Center?

- Referring provider's name, phone number and hospital/office location
- Patient's name, date of birth, legal sex, and MRN
- Patient/family contact number
- Patient's face sheet (demographics, insurance and contact information)
- Patient's current diagnosis
- Service needed

How does this process differ from the current process of calling Physician Priority Link (PPL)?

- The Admission and Transfer Center's current scope **at this time** is strictly for direct admissions and hospital-to-hospital transfers. PPL will remain the process for physician-to-physician consults.
- The Admission and Transfer Center is an RN based model. Patient flow coordinators will help triage and page the appropriate destination service.
- Patient flow coordinators will remain on the line to assist with the transfer, including imaging, transport needs, and prior authorizations.

Does Cincinnati Children's want all direct admissions being sent via the Admission and Transfer Center?

- Yes, all direct admissions should be sent through the Admission and Transfer Center.
- Specialist consultations should continue through Physician Priority Link (PPL).

What if I want to have a conversation with a specialist prior to deciding if a direct admission is the appropriate next step? Who and where do I call?

- Call the Admission and Transfer Center (513-636-9337 – option 1) or PPL (513-636-7997 – option 1) to request a consultation.
- If you have a consultation with a specialist via PPL and decide a direct admission is necessary, they will transfer you to the Admission and Transfer Center.

How does placing an order for the Admission and Transfer Center differ from an online referral to the ED?

- An ED visit is outside of the scope for the Admission and Transfer Center at this time.
- Referrals for the ED will remain handled by STATline.
- ED referrals can be placed online via Epic Link or by calling STATline (513-636-1111).

What happens if my request for direct admission cannot be met?

The Admission and Transfer Center will triage to the appropriate care setting. If it is determined that the patient's clinical needs are better suited in another clinical setting, the patient flow coordinators will transfer the provider to the appropriate care team.

Can my nurse place the order for the Admission and Transfer Center?

Unfortunately nurses outside of Cincinnati Children's cannot place orders within the Children's system.

Is the Admission and Transfer Center a physical location at Cincinnati Children's? Who staffs the Admission and Transfer Center?

- At this time, the Admission and Transfer Center will be in Location A on the Burnet Campus.
- There will be a more permanent location in future phases of this initiative.
- Patient flow coordinators will staff the Admission and Transfer Center.
- Additional teams and resources will be added downstream.

If my patient is currently an inpatient at a local hospital but needs to be transferred to Cincinnati Children's, do I place the order, or should the local hospital contact the Admission and Transfer Center?

- If the patient needs to be admitted to a service different than your own, the referring provider must contact the Admission and Transfer Center.
- If the patient will be directly admitted to your respective service, you may contact the Admission and Transfer Center and inform them you have accepted the patient.
 - Provide contact information for the referring hospital and provider.

How long does it take between placing an Admission and Transfer Center order and when my patient will get admitted? What next steps should I tell my patient/family?

- Timing depends on the degree of injury or illness:
 - If emergent, the patient will be admitted within 24 hours.
 - If non-urgent, the patient will be admitted in the agreed upon timeframe designated in the order.
- Patients will be told where to arrive by the patient flow coordinators, which will typically be the welcome desk at Location A.