**POLICY:**

Patients requiring transfer from ACMC to another facility will be given their choice of ambulance provider except in situations where a particular service is needed for a medical reason, or if a particular ambulance service is unavailable at that time.

**PROCEDURE:**

* When a physician determines that a patient will need to be transferred, he/she will determine whether the patient condition requires air ambulance or ground ambulance.
* The physician will consider the patient’s medical condition in determining which ambulance service to call, such as if an ambulance provider is unable to take certain medical conditions, or weight limit for air ambulance.
* If no medical reasons exist to affect the decision to use a particular ambulance service, the patient or family will be asked for their preference of ambulance service, or if the patient has a membership in an ambulance service. Patient preference will always be given priority when there is not a medical reason to choose a certain provider, and that ambulance provider is available.
* The patient will be informed if his choice of ambulance provider is unavailable due to being out on another run, etc.
* If the patient/family does not have a preference or membership with an ambulance service, ACMC staff will call an ambulance provider based on the following:

Ground Service:

* + Odd days: ProMed
  + Even days: Crossett

Air Service:

* Air Evac days 1-10 of every month
* Pafford Air days 11-20 of every month
* Survival Flight days 21-30/31 of every month

If the flight service that is notified per policy day is unavailable for transfer, the next service in line will be notified. A service will not be called related to “fastest” since multiple services are close in proximity from ACMC.

* If EMS services on our policy are exhausted and unable to accommodate patients, every effort will be made to find another licensed EMS for transportation to meet the patients’ needs for transport.
* If the Arkansas Trauma System is involved in making arrangements for transfer, the Trauma System may notify the provider who is most readily available.
* If the ambulance service that is called states that they are unavailable at this time and the physician feels that patient care requires transfer sooner than the patient’s choice of ambulance provider can provide the service, the other provider will then be called.