One Call is the only call community providers need to make to consult a specialist, access hospital resources, or get their patients the care they need. Dial One Call for 24-hour specialist consultation, ED transfer, referral, admission and diagnostic dilemmas.

PH: 720-777-3999

Best Practices in Accepting a Patient Transfer from an Outside Provider:

1. **Own the problem.** Even if your service is not the appropriate accepting service, help the outside provider navigate our system to get the right answer for the child.
2. **Tell your story once.** It is frustrating for our providers to have to repeat the patient story multiple times in order to get their patient transferred. If another CHCO service needs to be looped in, you can tell that service ‘behind the scenes’ – this practice exemplifies great communication and collaboration.
3. **Warm handoffs.** Rather than asking referring providers to hang up and call back, utilize One Call to coordinate communication with other providers.
4. **Humble expertise.** Our primary care colleagues take care of the entire patient, soup to nuts. They may not be as familiar with a particular diagnosis or test result. Use every conversation as an opportunity to share knowledge and build rapport.

How to Accept a Patient Transfer:

1. Always engage CHCO One Call in the conversation as early as you recognize the need to either transfer a patient or directly admit a patient to any CHCO facility.
2. One Call will:
   a. Assess and communicate bed availability for any CHCO location
   b. Register the patient and prepare Epic for admission/transfer
   c. Communicate to CHCO nursing staff on accepting unit and establish communication channel to nursing at sending institution (if applicable)
   d. Arrange medical transport for patient if needed
   e. Document all communications (in an epic encounter) around planning for direct admit/transfer
   f. Arrange phone consultation between multiple CHCO services, where necessary. If the initial Provider taking the call determines that patient may require additional input from specialty services and/or ICUs prior to determining optimal placement, One Call can assist the Provider with obtaining input from all pertinent services.

David Brumbaugh, MD
Mike Narkewicz, MD
Alison Brent, MD