

 Natividad MEDICAL CENTER
County of Monterey Agreement for Services
(Not to Exceed \$100,000)

This Agreement (hereinafter "Agreement") is made by and between the County of Monterey, a political subdivision of the State of California, on behalf of Natividad Medical Center, an acute care hospital (hereinafter, "NMC"), and Nancy Lomeli dba Sal's Taxi hereinafter "CONTRACTOR (collectively, the County and CONTRACTOR are referred to as the "Parties.").

In consideration of the mutual covenants and conditions set forth in this Agreement, the parties agree as follows:

GENERAL DESCRIPTION OF SERVICES TO BE PROVIDED; NMC hereby engages CONTRACTOR to perform, and CONTRACTOR hereby agrees to perform, the services described in Exhibit A in conformity with the terms of the Agreement. The services are generally described as follows:
Lab Specimen and Patient Transportation

PAYMENTS BY NMC; NMC shall pay the CONTRACTOR in accordance with the payment provisions set forth in Exhibit A, subject to the limitations set forth in this Agreement. The total amount payable by NMC to CONTRACTOR under this Agreement shall not exceed the sum of \$100,000.

TERM OF AGREEMENT; the term of this Agreement is from February 1, 2017 through May 30, 2020 unless sooner terminated pursuant to the terms of this Agreement. This Agreement is of no force or effect until signed by both CONTRACTOR and NMC and with NMC signing last and CONTRACTOR may not commence work before NMC signs this Agreement.

NMC reserves the right to cancel this Agreement, or any extension of this Agreement, without cause, with a thirty day (30) written notice, or with cause immediately.

SCOPE OF SERVICES AND ADDITIONAL PROVISIONS/EXHIBITS; the following attached exhibits are incorporated herein by reference and constitute a part of this Agreement:

Exhibit A: Scope of Services/Payment Provisions

Exhibit B: Transportation of Patients

1. PERFORMANCE STANDARDS:

- 1.1. CONTRACTOR warrants that CONTRACTOR and Contractor's agents, employees, and subcontractors performing services under this Agreement are specially trained, experienced, competent, and appropriately licensed to perform the work and deliver the services required under this Agreement and are not employees of NMC, or immediate family of an employee of NMC.
- 1.2. CONTRACTOR, its agents, employees, and subcontractors shall perform all work in a safe and skillful manner and in compliance with all applicable laws and regulations. All work performed under this Agreement that is required by law to be performed or supervised by licensed personnel shall be performed in accordance with such licensing requirements.
- 1.3. CONTRACTOR shall furnish, at its own expense, all materials, equipment, and personnel necessary to carry out the terms of this Agreement, except as otherwise specified in this Agreement.

CONTRACTOR shall not use NMC premises, property (including equipment, instruments, or supplies) or personnel for any purpose other than in the performance of its obligations under this Agreement.

2. PAYMENT CONDITIONS:

- 2.1. Prices shall remain firm for the initial term of the Agreement and, thereafter, may be adjusted annually as provided herein. NMC (Monterey County) does not guarantee any minimum or maximum amount of dollars to be spent under this Agreement.
- 2.2. Negotiations for rate changes shall be commenced, by CONTRACTOR, a minimum of ninety days (90) prior to the expiration of the Agreement. Rate changes are not binding unless mutually agreed upon in writing by the County (NMC) and the CONTRACTOR.
- 2.3. CONTRACTOR shall submit to the Contract Administrator an invoice on a form acceptable to NMC. If not otherwise specified, the CONTRACTOR may submit such invoice periodically or at the completion of services, but in any event, not later than 30 days after completion of services. The invoice shall set forth the amounts claimed by CONTRACTOR for the previous period, together with an itemized basis for Administrator or his or her designee shall certify the invoice, either in the requested amount or in such other amount as NMC approves in conformity with this Agreement, and shall promptly submit such invoice to the County Auditor-Controller for payment. The County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.
- 2.4. CONTRACTOR shall not receive reimbursement for travel expenses unless set forth in this Agreement.

3. TERMINATION:

- 3.1. During the term of this Agreement, NMC may terminate the Agreement for any reason by giving written notice of termination to the CONTRACTOR at least thirty (30) days prior to the effective date of termination. Such notice shall set forth the effective date of termination. In the event of such termination, the amount payable under this Agreement shall be reduced in proportion to the services provided prior to the date of termination.
- 3.2. NMC may cancel and terminate this Agreement for good cause effective immediately upon written notice to Contractor. "Good cause" includes the failure of CONTRACTOR to perform the required services at the time and in the manner provided under this Agreement. If NMC terminates this Agreement for good cause, NMC may be relieved of the payment of any consideration to Contractor, and NMC may proceed with the work in any manner, which NMC deems proper. The cost to NMC shall be deducted from any sum due the CONTRACTOR under this Agreement.

4. INDEMNIFICATION:

- 4.1. CONTRACTOR shall indemnify, defend, and hold harmless NMC (hereinafter "County"), its officers, agents and employees from any claim, liability, loss injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the negligence or willful misconduct of personnel employed by the County. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the County. The CONTRACTOR shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which the CONTRACTOR is obligated to indemnify, defend and hold harmless the County under this Agreement.

5. INSURANCE:

5.1. Evidence of Coverage:

Prior to commencement of this Agreement, the CONTRACTOR shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, the CONTRACTOR upon request shall provide a certified copy of the policy or policies.

This verification of coverage shall be sent to NMC's Contracts/Purchasing Department, unless otherwise directed. The CONTRACTOR shall not receive a "Notice to Proceed" with the work under this Agreement until it has obtained all insurance required and NMC has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

5.2. Qualifying Insurers: All coverage's except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A-VII, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by NMC's Contracts/Purchasing Director.

5.3. Insurance Coverage Requirements: Without limiting Contractor's duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of this Agreement a policy or policies of insurance with the following minimum limits of liability:

5.4. Commercial General Liability Insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

Exemption/Modification (Justification attached; subject to approval)

5.5. Business Automobile Liability Insurance, covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$500,000 per occurrence.

(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

Exemption/Modification (Justification attached; subject to approval)

- 5.6. Workers' Compensation Insurance, If CONTRACTOR employs other in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

Exemption/Modification (Justification attached; subject to approval)

- 5.7. Professional Liability Insurance, if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made in the course of rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, the CONTRACTOR shall, upon the expiration or earlier termination of this Agreement, obtain extended reporting coverage ("tail coverage") with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this Agreement.

(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)

Exemption/Modification (Justification attached; subject to approval)

6. Other Insurance Requirements:

- 6.1. All insurance required by this Agreement shall be with a company acceptable to NMC and issued and executed by an admitted insurer authorized to transact insurance business in the State of California. Unless otherwise specified by this Agreement, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date CONTRACTOR completes its performance of services under this Agreement.
- 6.2. Each liability policy shall provide that NMC shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for CONTRACTOR and additional insured with respect to claims arising from each subcontractor, if any, performing work under this Agreement, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.
- 6.3. **Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional insureds with respect to liability arising out of the Contractor's work, including ongoing and completed operations, and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds shall not be called upon to contribute to a loss covered by the Contractor's insurance.**
- 6.4. Prior to the execution of this Agreement by NMC, CONTRACTOR shall file certificates of insurance with NMC's Contracts/Purchasing Department, showing that the CONTRACTOR has in effect the insurance required by this Agreement. The CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no

way modify or change the indemnification clause in this Agreement, which shall continue in full force and effect.

- 6.5. CONTRACTOR shall at all times during the term of this Agreement maintain in force the insurance coverage required under this Agreement and shall send, without demand by NMC, annual certificates to NMC's Contracts/Purchasing Department. If the certificate is not received by the expiration date, NMC shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of this Agreement, which entitles NMC, at its sole discretion, to terminate the Agreement immediately.

7. RECORDS AND CONFIDENTIALITY:

- 7.1. Confidentiality: CONTRACTOR and its officers, employees, agents and subcontractors shall comply with any and all federal, state, and local laws, which provide for the confidentiality of records and other information. CONTRACTOR shall not disclose any confidential records or other confidential information received from NMC or prepared in connection with the performance of this Agreement, unless NMC specifically permits CONTRACTOR to disclose such records or information. CONTRACTOR shall promptly transmit to NMC any and all requests for disclosure of any such confidential records or information. CONTRACTOR shall not use any confidential information gained by CONTRACTOR in the performance of this Agreement except for the sole purpose of carrying out Contractor's obligations under this Agreement.
- 7.2. NMC Records. When this Agreement expires or terminates, CONTRACTOR shall return to NMC any NMC records which CONTRACTOR used or received from NMC to perform services under this Agreement.
- 7.3. Maintenance of Records: CONTRACTOR shall prepare, maintain, and preserve all reports and records that may be required by federal state, and County rules and regulations related to services performed under this Agreement. CONTRACTOR shall maintain such records for a period of at least three years after receipt of final payment under this Agreement. If any litigation, claim, negotiation, audit exception, or other action relating to this Agreement is pending at the end of the three year period, then CONTRACTOR shall retain said records until such action is resolved.
- 7.4. Access to and Audit of Records: NMC shall have the right to examine, monitor and audit all records, documents, conditions, and activities of the CONTRACTOR and its subcontractors related to services provided under this Agreement. Pursuant to Government Code section 8546.7, if this Agreement involves the expenditure of public funds in excess or \$10,000, the parties to this Agreement may be subject, at the request of NMC or as part of any audit of NMC, to the examination and audit of the State Auditor pertaining to matters connected with the performance of this Agreement for a period of three years after final payment under the Agreement.
8. Royalties and Inventions: NMC shall have a royalty-free, exclusive and irrevocable license to reproduce, publish, and use, and authorize other to do so, all original computer programs, writings, sound recordings, pictorial reproductions, drawings, and other works of similar nature produced in the course of or under this Agreement. CONTRACTOR shall not publish any such material without the prior written approval of NMC.
9. Non-Discrimination: During the performance of this Agreement, Contractor, and its subcontractors, shall not unlawfully discriminate against any person because of race, religious creed, color, sex, national origin, ancestry, physical disability, mental disability, medical condition, marital status, age (over 40), or sexual orientation, either in Contractor's employment practices or in the furnishing of services to recipients. CONTRACTOR shall ensure that the evaluation and treatment of its employees and applicants for employment and all persons receiving and requesting services are free of such discrimination. CONTRACTOR and any subcontractor shall, in the performance of this Agreement, full comply with all

federal, state, and local laws and regulations which prohibit discrimination. The provision of services primarily or exclusively to such target population as may be designated in this Agreement shall not be deemed to be prohibited discrimination.

10. Compliance with Terms of State or Federal Grant: If this Agreement has been or will be funded with monies received by NMC pursuant to a contract with the state or federal government in which NMC is the grantee, CONTRACTOR will comply with all the provisions of said contract, and said provisions shall be deemed a part of this Agreement, as though fully set forth herein. Upon request, NMC will deliver a copy of said contract to Contractor, at no cost to Contractor.
11. Independent Contractor: In the performance of work, duties, and obligations under this Agreement, CONTRACTOR is at all times acting and performing as an independent CONTRACTOR and not as an employee of NMC. No offer or obligation of permanent employment with NMC or particular County department or agency is intended in any manner, and CONTRACTOR shall not become entitled by virtue of this Agreement to receive from NMC any form of employee benefits including but not limited to sick leave, vacation, retirement benefits, workers' compensation coverage, insurance or disability benefits. CONTRACTOR shall be solely liable for and obligated to pay directly all applicable taxes, including federal and state income taxes and social security, arising out of Contractor's performance of this Agreement. In connection therewith, CONTRACTOR shall defend, indemnify, and hold NMC and the County of Monterey harmless from any and all liability, which NMC may incur because of Contractor's failure to pay such taxes.
12. Notices: Notices required under this Agreement shall be delivered personally or by first-class, postage per-paid mail to NMC and Contractor's contract administrators at the addresses listed below.

NATIVIDAD MEDICAL CENTER:

Natividad Medical Center
Attn: Contracts Division
Natividad Medical Center
1441 Constitution Blvd
Salinas, CA. 93906
FAX: 831-757-2592

CONTRACTOR:

Name: Nancy Lomeli
Attn: _____
Address: 136 Market Way #4
City, State, Zip: Salinas CA 93901
FAX: 831-757-3380
Email: salstaxi2017@gmail.com

MISCELLANEOUS PROVISIONS:

- 13.1 Conflict of Interest. CONTRACTOR represents that it presently has no interest and agrees not to acquire any interest during the term of this Agreement, which would directly, or indirectly conflict in any manner or to any degree with the full and complete performance of the professional services required to be rendered under this Agreement.
- 13.2 Amendment. This Agreement may be amended or modified only by an instrument in writing signed by NMC and the Contractor.
- 13.3 Waiver. Any waiver of any terms and conditions of this Agreement must be in writing and signed by NMC and the Contractor. A waiver of any of the terms and conditions of this Agreement shall not be construed as a waiver of any other terms or conditions in this Agreement.

- 13.4 Contractor. The term "Contractor" as used in this Agreement includes Contractor's officers, agents, and employees acting on Contractor's behalf in the performance of this Agreement.
- 13.5 Disputes. CONTRACTOR shall continue to perform under this Agreement during any dispute.
- 13.6 Assignment and Subcontracting. The CONTRACTOR shall not assign, sell, or otherwise transfer its interest or obligations in this Agreement without the prior written consent of NMC. None of the services covered by this Agreement shall be subcontracted without the prior written approval of NMC. Notwithstanding any such subcontract, CONTRACTOR shall continue to be liable for the performance of all requirements of this Agreement.
- 13.7 Successors and Assigns. This Agreement and the rights, privileges, duties, and obligations of NMC and CONTRACTOR under this Agreement, to the extent assignable or delegable, shall be binding upon and inure to the benefit of the parties and their respective successors, permitted assigns, and heirs.
- 13.8 Compliance with Applicable Law. The parties shall comply with all applicable federal, state, and local laws and regulations in performing this Agreement.
- 13.9 Headings. The headings are for convenience only and shall not be used to interpret the terms of this Agreement.
- 13.10 Time is of the Essence. Time is of the essence in each and all of the provisions of this Agreement.
- 13.11 Governing Law. This Agreement shall be governed by and interpreted under the laws of the State of California.
- 13.12 Non-exclusive Agreement. This Agreement is non-exclusive and both NMC and CONTRACTOR expressly reserve the right to contract with other entities for the same or similar services.
- 13.13 Construction of Agreement. NMC and CONTRACTOR agree that each party has fully participated in the review and revision of this Agreement and that any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in the interpretation of this Agreement or any amendment to this Agreement.
- 13.14 Counterparts. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same Agreement.
- 13.15 Integration. This Agreement, including the exhibits, represents the entire Agreement between NMC and the CONTRACTOR with respect to the subject matter of this Agreement and shall supersede all prior negotiations, representations, or agreements, either written or oral, between NMC and CONTRACTOR as of the effective date of this Agreement, which is the date that NMC signs the Agreement.
- 13.16 Interpretation of Conflicting Provisions. In the event of any conflict or inconsistency between the provisions of this Agreement and the Provisions of any exhibit or other attachment to this Agreement, the provisions of this Agreement shall prevail and control.

Signature Page to follow

NATIVIDAD MEDICAL CENTER

By: [Signature]
Gary R. Gray, DO, CEO

Date: 6/20/17

APPROVED AS TO LEGAL PROVISIONS

By: [Signature]
Monterey County Deputy County Counsel

Date: 6/12/17

APPROVED AS TO FISCAL PROVISIONS

By: [Signature]
Monterey County Deputy Auditor/Controller

Date: 6-12-17

CONTRACTOR

Nancy Lomeli [Signature]
Contractor's Business Name*** (see instructions)

[Signature]
Signature of Chair, President, or Vice-President

Nancy Lomeli Owner 05/10/2017
Name and Title

Date: _____

By: _____
(Signature of Secretary, Asst. Secretary, CFO, Treasurer or Asst. Treasurer)

Name and Title

Date: _____

*****Instructions:**

If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers (two signatures required). If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership (two signatures required). If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any and shall personally sign the Agreement (one signature required).

EXHIBIT A Scope of Services

This revised Scope of Services is entered into by and between Natividad Medical Center, hereinafter referred to as (“NMC”) and Nancy Lomeli dba Sal’s Taxi, hereinafter referred to as (“CONTRACTOR”) with a start date commencing upon the execution of this agreement and is subject to terms and conditions of the Agreement.

1. Transport of Laboratory Materials:

- (a) Upon request of NMC, CONTRACTOR shall transport STAT laboratory specimen(s) for testing from NMC to Salinas Valley Memorial Hospital (“SVMH”), or another hospital laboratory at the request of the NMC Laboratory Director. CONTRACTOR shall report to NMC’s laboratory front desk to pick up the specimen(s). The specimen(s) shall be packaged for safe delivery in a sealed container following all federal and state packaging standards. CONTRACTOR shall deliver the package directly to the SVMH laboratory.
- (b) NMC may also request CONTRACTOR to pick up blood product (units of packed red blood cells, platelets, cryo, or fresh frozen plasma) from SVMH’s laboratory, or another hospital laboratory at the direction of the NMC Laboratory Director, and deliver to NMC’s laboratory. NMC may also request that CONTRACTOR pick up reagents or needed supplies from SVMH, or another hospital laboratory at the request of the NMC Laboratory Director, and deliver them to NMC.
- (c) In all three scenarios, CONTRACTOR is expected to pick up a specimen(s) immediately upon NMC’s request, but in no event not within more than 20 minutes of a request. CONTRACTOR shall deliver all specimens immediately. All specimen(s) will be prepared by laboratory staff at the location of the pick-up.
- (d) In no event shall CONTRACTOR be asked to transport Category A or Category B infectious substances, or any other infectious substances, as those terms are defined by the U.S. Department of Transportation.
- (e) CONTRACTOR warrants that CONTRACTOR and Contractor’s agents, employees, and subcontractors performing services under this Agreement, have such training, experience, and competence, and such licenses and permits as are necessary and required by applicable law to perform the work and deliver the services required under this Agreement.

2. Transportation of NMC Patients

- (a) CONTRACTOR shall transport only able-bodied NMC patients upon request of NMC. All such patient transportation shall be in compliance with NMC’s complimentary transportation policy, attached hereto and incorporated by reference herein (“Transportation Policy”).

- (b) Patient transportation shall be provided solely for the purpose of transporting patients to NMC to receive medically necessary services and from NMC.
- (c) No patient shall be transported in excess of 25 miles one way.
- (d) CONTRACTOR shall only transport Established Patients of NMC, as defined in the Transportation Policy.
- (e) CONTRACTOR shall not charge any fee to, or collect any payment from, any NMC patient transported by CONTRACTOR.
- (f) CONTRACTOR shall not market NMC's services to patients during transport or at any other time.

3. Rates for transporting laboratory materials and for transporting patients are as follows:

Start Rate: \$3.00 plus \$2.75 per mile

Rough estimates for City to City transport:

San Jose	\$167.00
San Jose Airport	\$175.00
San Francisco	\$262.00
San Francisco Airport	\$262.00
Oakland	\$273.00
Oakland Airport	\$274.00
Santa Cruz	\$105.00
Carmel Valley Road	\$64.00
Carmel Valley	\$64.00
Castroville	\$25-30
Chualar	\$34.00
Del Rey Oaks	\$45.00
Hollister	\$79.00
Gilroy	\$80.00
Gonzalez	\$52.00
Greenfield	\$99.00
King City	\$133.00
Marina	\$30.00
Monterey	\$56.00
Monterey Airport	\$55.00
Morgan Hill	\$110.00
Pacific Grove	\$61.00
Prunedale	\$25-30
San Juan Batista	\$60.00

Seaside	\$61.00
Pebble Beach	\$61.00
Watsonville	\$58.00

These quotes may vary depending on traffic and light stops. This is only an estimate.
Compensation to CONTRACTOR shall be based upon the Start Rate plus the per mile rate times
the number of miles travelled.



TITLE: Transport of Patients	NUMBER: 1:1380 BOT Approval: 3/15								
STANDARD: #1 Assessment, Care and Education of Patients	<table border="0"> <tr> <td><u>Approvals</u></td> <td><u>Date</u></td> </tr> <tr> <td>Functional Team</td> <td>1/15</td> </tr> <tr> <td>Med Exec</td> <td>2/15</td> </tr> <tr> <td colspan="2">Responsible: Diagnostic Imaging</td> </tr> </table>	<u>Approvals</u>	<u>Date</u>	Functional Team	1/15	Med Exec	2/15	Responsible: Diagnostic Imaging	
<u>Approvals</u>	<u>Date</u>								
Functional Team	1/15								
Med Exec	2/15								
Responsible: Diagnostic Imaging									

PURPOSE: To establish guidelines, policy, and a procedure for the transportation and handoff of patients at Natividad Medical Center.

POLICY: Patients will be safely transporter to and from clinical areas of the hospital utilizing appropriate handoff of communication and mode of transportation. Appropriate staff to perform patient transports includes the radiology transporter, CNAs, RN, LVN, Healthcare technician, physicians, residents, and medical unit clerks. A "Ticket to Ride" form will be used for all transports unless the patient's primary nurse is performing the entire transport.

1) Requests for Radiology Transportation Services:

- A. The order for a radiology exam is entered into the Meditech system and advise the transporter of any specific equipment needs and mode of transport.
- B. The Diagnostic Imaging Department will coordinate the "clustering" of appointments for inpatients and provide approximate times for patient procedures to the units. The nursing unit is to have the patient ready to go to Diagnostic Imaging at that time. The radiology transporter works under the direction of the Diagnostic Imaging department.

2) Procedure for Transports:

- A. The transporter will transport patients using wheelchairs, stretchers, and beds.
- B. The transporter will obtain and utilize a "Ticket to Ride" from the front of the patient's chart or primary nurse to document the transport and handoff of communications. (Please see section below on Documentation; Ticket to Ride)
- C. All of the patient's current charts (such as the patient's primary chart and the nursing chart) shall accompany the patient to the testing area.
- D. The transporter will greet and correctly identify all patients being transported using the patient name and medical record number on their ID band and verify it with the "Ticket to Ride" information.
- E. The transporter will document any patient belongings accompanying the patient on the Radiology Transport Checklist. Valuables will be handled as per hospital policy.
- F. The transporter will maintain the patient's dignity and privacy at all times, ensuring they are covered appropriately and maintaining patient confidentiality.
- G. The transporter will complete his/her duties by returning the patient to the nursing station on the unit and handing the patient's chart to the unit clerk on return. The unit clerk will notify the primary nurse that the patient has returned. The transporter will not leave the patient until the handoff is completed.
- H. The technologist will alert the primary nurse to accompany the transporter back to the patient's unit if significant changes in the patient's condition warrant a higher level of care.

3) Management of high risk patient Transports

- A. Routine transportation of low-risk patients will be provided by the radiology transporter, CNAs, LVN, Medical unit clerks.
They will assist with the transport of critically-ill patients, but must not transport these patients independently. For critically-ill patients a RN, Cardiopulmonary Therapist, and/or a physician will accompany the patient as appropriate. Any patient the transporter feels is beyond their scope or unsafe to transport will be placed on hold pending the assessment of the transport for safety by the Diagnostic Imaging manager, Nursing unit charge nurse, or the HAN.
- B. The following are examples of patients who require an RN Cardiopulmonary therapist, or physician:
- Mechanically ventilated patients
 - Cardiac/respiratory monitored patient unless the physician discontinues the monitor
 - Mental Health patients and patients in danger of hurting themselves or others (5150)
 - Heavily sedated patients, post-moderate sedation and sedated children
 - Children unaccompanied by parents
 - Patients that are hemodynamically unstable or in distress

4) Safety and Infection Control

General Guidelines for Transports to/from Radiology:

- A. The transporter will ensure that all patients are transported in a safe and secure manner. The radiology technologist will specify the mode of transportation.
- B. Transports will be performed in a timely manner
- C. The transporter will be required to follow Standard Precautions according to NMC infection control policies.
- D. Patients under isolation precautions will be prepared for transport by the primary RN who will ensure that appropriate isolation policies for patient transport are enforced.
- E. Oxygen tanks must be secured in a appropriate device for a patient transport.

5) Documentation of the transport Ticket to Ride

Purpose

The "Ticket to Ride" will be utilized for patient transfers to/from Inpatient (IP) Care areas, Surgery, OP Surgery, and Patient Testing areas and will serve as NMC's hand-off communication procedure

- A. The "Ticket to Ride" will be initiated from the patient's location. Note: Any staff member from the unit may initiate the form but the nurse caring for the patient must ultimately sign the form in the first section in order to assure all pertinent information is correctly documented.
- i. Example #1: If the patient is on Medical Surgical unit, the Medical Surgical nurse assigned to the patient will initiate the form. The nurse's name and phone extension (some nurses carry cell phones) is provided so the technologist or other care giver will have a direct name and number to call in the event that he/she must communicate with the person taking care of the patient.
 - ii. Example #2: If the patient is being admitted but is stopping in an ancillary testing area prior to going to the unit, the testing area should initiate the form. Testing areas could include Diagnostic Imaging, Cardiopulmonary, Laboratory, etc. The testing area initiate the form in order to communicate with nursing that test(s) have been completed prior to patient's arrival as a patient chart will not be available at this time.

- B. The Ticket to ride is generated when the patient has a procedure ordered. A patient label must be placed on the bottom right hand portion of all Ticket to Ride forms.
- C. The patient's nurse will complete the **Patient's Nurse** section of the form.
- D. Once the initial portion of the form is completed, the Ticket to Ride shall be placed in the front of the patient's primary chart.
- E. When the transporter arrives to retrieve the patient, the transporter will obtain the chart and review the Ticket to Ride. At this point if the top portion of the Ticket to Ride is not completed or is absent from the chart, the transporter shall stop and notify the unit. Failure to have a completed form available at the time of transport could delay in the patient's care
- F. The transporter will verify that he/she has the correct patient by using two (2) patient identifiers (patient armband and verify the name and MR# by comparing it to the chart and asking the patient to state his/her name). The transporter should log his/her name and time of transport on the Ticket to Ride in the **Transporter** section on the form.
- G. The transporter will bring the patient his/her destination. At this time the hand-off will occur. The form will be properly filled out in the **Receiving Dept** section by performing 2 patient identifiers verification **with the transporter**.
- H. Once the test(s) has been completed, the technologist or other care giver will fill out the **Technologist** section on the form as a means of communication to the nurse on the unit. His/her name and extension will be provided so if the nurse has any questions regarding his/her patient, he/she will know who to contact directly.
- I. Upon return to the unit, the transporter will hand off the patient to a staff member and complete the **Returned to Patient Unit** section of the form.
- J. The nurse taking care of the patient shall review the completed Ticket to Ride and initial and date the **I reviewed this ticket** section.
- K. The Ticket to Ride is valid for 2 transports within a 24 hour period. If a second transport is required after 24 hours, a new Ticket to Ride shall be initiated.
- L. The Ticket to Ride shall remain in the front of the chart until the 24 hours are over. Expired "Tickets to ride" are sent to the Quality department for periodic audits of the process.

6) Diagnostic Imaging/Emergency Department order form and hand-off procedure

ED and Diagnostic Imaging have established a separate plan for patient hand-off communication for ED to/from Diagnostic Imaging. This will be described below. An instruction for use and completion of the process is printed on the back of the DIAGNOSTIC IMAGING – EMERGENCY DEPT ORDER FORM. They are as follows:

7) Completing Form:

- A. Place a **Patient Label** at the bottom of the form.
- B. Check appropriate exam/exams on form.
 - i. If an exam is not on the form it may be hand written in the box called "OTHER".
- C. Signature of Physician & Time ordered (PA or Nurses ordering initials or signature)
- D. Diagnosis (Signs & Symptoms). Examples: Pain, Swelling, SOB, etc.
- E. Clerk's initials and time of orders entered. (On bottom of page)
- F. ED will quick page **RAD TECH** pager or call **753-3334** when patient is ready for exam(s).
 - a. Need patient name, modality, your name/ext. **Example: Doe, J is ready for CT. your name, your extension**
- G. Radiology will call extension provided on pager and inform ED when to bring patient to DI.

8) Flow of Order Form:

- A. Order form will be placed in RED clear plastic folder IN FRONT OF ALL OTHER PAPERWORK.
- B. If an IV CONTRAST CT is ordered the MEDICAL RECONCILIATION FORM is to be placed in the folder with the order form.

- C. ED personnel will bring the folder containing the order(s) and other paperwork if needed with the patient to DI.
- D. A hand-off will occur at this time. 2 patient identifiers will be verified during hand-off.
- E. The folder will be RETURNED TO THE ED **with** the patient after exam is completed **as part of the hand-off communication procedure.**
- F. Order form and other forms in folder are to be placed in the ED chart as part of permanent record.
- G. Any clinical concerns will be relayed to the RN taking care of the patient by the technologist directly upon return of the patient to the ED.

IF ADDITIONAL TESTS ARE REQUIRED, A NEW ORDER FORM MUST BE USED!!!

REFERENCES: JC Patient Safety Standards

ATTACHMENTS: A- Ticket to Ride

Diagnostic Imaging order form

