

## **DIVISION SCOPE OF SERVICE**

<b>Division: CAPITAL</b>
<b>Classification: PATIENT TRANSPORTER</b>
<b>Applicant Name:</b>

  

<p><b>Patient Transporter:</b> Patient Transporter must have the equivalent qualifications and competencies as employed individuals performing the same or similar services at the facility.</p>
<p><b>Definition of Care or Service:</b> The Patient Transporter provides excellent customer service for the patients, visitors, and employees of the healthcare facility. The Patient Transporter will be responsible for escorting and transporting patients within the facility and recording patient movement in the transport tracking system. Patient Transporter will also assist in the pickup and delivery of materials and equipment, such as hospital beds, wheelchairs, flower deliveries, etc.</p> <p>Scope of Service may include:</p> <ul style="list-style-type: none"> <li>Provides assistance to customers, employees and visitors in a courteous and professional manner.</li> <li>Watches for irregular or unusual conditions that may create security concerns or safety hazards.</li> <li>Reports on accidents, incidents, and unusual activities. Maintains written logs as required by the post.</li> <li>Cleans, maintains and operates transport equipment and operates elevators to move or escort patients/visitors to and from various hospital areas, as directed, following established operating policies and procedures</li> <li>Receives formal instruction/direction upon pick up and provides formal hand-off report at the destination, when not required to stay with the patient.</li> <li>Reports any changes in patient status/condition during transport</li> <li>Assists clinical staff with lifting and moving patients for transfer and transport</li> <li>Ensures oxygen tanks required for transport contain sufficient oxygen and are safely secured for transport</li> <li>Cleans transportation equipment according to Infection Control protocols.</li> <li>Confirms patient readiness for transport and the need for appropriate equipment and ensures that equipment is ready and available.</li> <li>Recognizes cardio-pulmonary distress symptoms, sends for code team and provides CPR if necessary.</li> <li>Uses patient tracking transport system to receive patient information; accept, track and close assignments.</li> <li>Transfers deceased patients to the hospital morgue in accordance with operating policy and procedures.</li> <li>Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>HCA entities including healthcare facilities, free standing ED, Imaging Centers, etc.</li> </ul>
<p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>Chief Operating Officer, Vice President of Operations or designee</li> </ul>
<p><b>Evaluator:</b> Hospital Director/ Manager (e.g. Radiology Manager, Safety &amp; Security, Human Resources)</p>
<p><b>Tier Level:</b> 2</p>

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<b>eSAF Access Required:</b> YES
<b>Qualifications:</b> <ul style="list-style-type: none"> <li>• High school diploma/GED or higher</li> <li>• American Heart Association or Red Cross health care provider BLS Certification</li> </ul> <p><b>NOTE:</b> Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<b>State Requirements:</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Experience:</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Competencies:</b> The Patient Transporter demonstrate: <ul style="list-style-type: none"> <li>• Effective communication and interpersonal skills <ul style="list-style-type: none"> <li>○ Works as an effective team member</li> <li>○ Communicate effectively</li> </ul> </li> <li>• Accurate patient information review and evaluation <ul style="list-style-type: none"> <li>○ Accesses patient information appropriately</li> <li>○ Determines appropriate means of transport for patient care (ALS, BLS, Chair Car, etc.)</li> </ul> </li> <li>• Accurate documentation of patient demographic information</li> <li>• Excellent customer service skills</li> <li>• Skill in presenting oneself as being of high quality character.</li> <li>• Skill in remaining courteous in difficult situations.</li> <li>• Skill in communicating clearly and effectively in English.</li> <li>• Skill in writing clear, concise, and comprehensive reports.</li> <li>• Ability to remain in good physical condition to respond to daily rigors of the job.</li> <li>• Infection Prevention <ul style="list-style-type: none"> <li>○ Practices consistent hand hygiene</li> <li>○ Uses personal protective equipment (PPE) when required</li> <li>○ Required immunizations per Division requirements</li> <li>○ Complies with Isolation precautions</li> <li>○ Maintains sterile field</li> </ul> </li> </ul>
<b>References:</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Document Control:</b> <ul style="list-style-type: none"> <li>• Created 6/25/2020</li> </ul>

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**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_