

DPHHS announcement: Patient Movement Call Center launched to assist hospitals with “load balancing” patients

The Patient Movement Call Center went live at 1700 on Tuesday, November 17, 2020. Please see the instructions below for using the call center. Contracts with the ambulance providers have not been signed and will take a few more weeks to complete. Until contracts are signed we will not be able to assist with arranging for ambulance transport. Kevin O’Loughlin with DPHHS will provide an update once contracts are signed.

What Hospitals Need to Know About the Patient Movement Call Center:

- DPHHS has set up a call line to assist hospitals in trying to find open beds for patients.
- The call center is being launched to assist your facility when your current transfer process is unsuccessful or staff are unable to initiate the process due to workload. This is not intended to augment or replace any of the current transfer processes.
- This service is available from 5:00 PM until 7:00 AM Monday through Friday. The service is available 24 hours on weekends and holidays.
- The initial call will go to an answering service under contract with DPHHS who will collect basic information and then have the on-call staff call you back within 15 minutes.
- We will ask which hospitals you have already reached out to that did not have available beds (resources) to accept the patient.
- Whenever possible, please ensure that your facility has checked EMResources (Juvare) and exhausted your normal processes used to transfer before accessing this assistance.
- At this time, the system is intended to assist with placements within Montana. Please use your normal transfer procedures for out of state transfers.
- Realize that the process to find a bed may take *minutes or hours* depending on the number of calls that must be made. When a potential facility is identified you will be notified to complete the process. You will also receive a notification if we are unable to identify a facility.
- Know that we will first attempt to reach out to facilities in your region that would be willing to take your patient. If there are no beds available in your region, an attempt will be made to reach out to facilities around the state. Be aware this could mean travel for family and friends of the patient.

- The sending facility is responsible for making all transfer arrangements and is responsible for all transfer communication between the sending and receiving facility once a potential site is identified.
- If you need assistance with setting up ambulance transportation (and you have exhausted trying your local resources) we may be able to assist -
- **The phone number for the Patient Movement Call Center is 1-800-208-4848**

With questions or comments please contact:



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