



**Guideline:** Ambulatory Clinic Guideline for ECF/LTAC  
Patients using outside Transportation

**Responsible Department:** Ambulatory Services

**Effective Date:** 09/2025

**Scope:** University of Toledo Medical Center

**Purpose:** This guideline outlines the procedure to be used by Ambulatory Clinic staff and transportation companies that deliver patients for clinic appointments.

**Procedure:**

1. When a patient needs to be transported, for any reason, by an outside transportation company, the following will happen:
  - a. Clinic staff will contact Extended Care Facility (ECF) or Long-Term Care Hospital (LTAC) where the patient resides to schedule an appointment time and date.
  - b. Clinic staff will advise ECF or LTAC that if the patient is **NOT AMBULATORY**, they must arrive on a stretcher and must be accompanied by a caregiver/family member in the exam room. Patients cannot be left alone.
  - c. If a caregiver is not able to accompany the patient to the visit, the visit will be converted to a telehealth visit.
    - i. Clinic staff will document in the EMR who they talked to and what transportation company will be bringing the patient.
    - ii. The staff will also ask if any special accommodations are needed and document as such in the EMR. If the transportation company needs to leave the patient on a stretcher other than their own, the clinic staff will document equipment needed for the appointment.
    - iii. If special accommodations are needed, clinic staff will call Transport at x5007 when appointment has been made to request a bariatric bed, stretcher, or lift. Request for transport equipment and assistance must be made at least 48 hours before the visit.
2. Transportation personnel must stay with the patient until the caregiver has arrived. Once the caregiver has arrived, the transportation company may leave.
  - a. If a caregiver does not arrive in a timely manner, the transportation company must return the patient to the facility and arrangements will be made for either an appointment with a caregiver present or a telehealth visit.



3. On departure, the transportation company will be given a hand off by the clinic/hospital staff. This will include a copy of the care summary from the visit as well as any instructions for follow-up.

Reviewed by:

/s/

Initial Effective Date: 4/2021

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Marci Cancic -Frey  
Chief Administrative Officer

Review/Revision Date: 9/2025

9/26/2025

Next Review Date: 09/2028

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Date

*Review/Revision Completed by:*  
*Chief Administrative Officer*