


Name of Policy: Wheelchair Transport Policy Number: 3364-103-VS-16 Approving Officer: Chief Operating Officer, Customer Service Director Responsible Agent: Customer Service Director Scope: University of Toledo Medical Center		 Effective date: 5/2025 Original effective date: 3/02/1995	
Key words: Volunteer, Patient Transport, Wheelchair, Instructions for Use, Safety			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(A) Policy statement

Volunteers assigned as Hospital Lobby Ambassadors, Escorts, or to the Transport Department may regularly or occasionally transport patients by wheelchair and must have instructions or approved techniques.

(B) Purpose of policy

To protect patients and safeguard volunteers from jeopardy, Volunteers should refuse to transport a patient on a stretcher, with an external appliance, or one who is seemly very ill or excessively obese.

Volunteers have provided escort by wheelchair for many years and in many hospital areas. Adequate training for this service is required.

(C) Procedure

- (1) Ensure that instruction in wheelchair techniques is provided for volunteers by transport management or Volunteer Service office staff. Documentation of this training will be placed in the volunteer's file.
- (2) Advise departments using volunteer escorts that volunteers should not be asked to transport very sick patients, excessively obese or large patients, or those with external appliances. Ask departments to provide additional wheelchair instructions if needed.
- (3) Reinforce with volunteers that they should refuse to transport a patient on a stretcher, with an external appliance (IV or oxygen), one who is very ill, or in their judgment, excessively obese (over 300 lbs.).

<p>Approved by:</p> <p>/s/</p> <hr/> <p>Christine Stesney-Ridenour Chief Operating Officer</p> <p>5/2/2025</p> <hr/> <p>Date</p> <p>/s/</p> <hr/> <p>Tara Parker Customer Service Director</p> <p>5/2/2025</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by: Customer Service Director</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>VS016</i> <p>Initial effective date: 3/2/1995</p> <p>All Review/Revision Dates:</p> <p>4/98 8/01 3/04 3/05 7/30/2008 8/20/2011 9/18/2015 10/7/2019 5/2025</p> <p>Next review date: 5/2028</p>
--	--