

**Direct Access Line Saint Joseph Health System
1-888-461-0030**

**Direct Admit Nurse Coordinators:
Betty Wellman, RN
Sherri Hamlin, RN**

 CATHOLIC HEALTH
INITIATIVES®

Saint Joseph Health System

Current Process:

As the referring facility/physician –

- » Call 1-888-461-0030 transfer line
- » Available 24/7!
- » DACN will take your calls Mon - Fri 7a-11p
- » House Administrators will take your calls 11p-7a Weekdays and 24 hrs on Weekends.

Once you call that number you will be asked:

- » Your Name and Phone# where you can be reached
- » What facility and specialty you need
- » Asked to provide name, diagnosis, and date of birth of the patient
- » Told that we will call the physician on call for needed specialty at the receiving facility and have him/her call you at the number you provide
- » We will then call your ED or Unit back and confirm after 15” that the on call physician returned the call and if not we will re-page for you
- » If the physician does not call you within the 30” timeframe we will escalate this to House Administrator and upward as needed. (This applies to only the physicians taking service call for the facility not those covering only for their group)
- » Once we confirm Acceptance of patient we will then assign a bed if one is available immediately, and if not ASAP; get demographics sheet faxed to our admitting department and notify them and HA of pending transfer

Occasionally we are unable to give a bed out within 15” of the call after there is acceptance of the patient but that is our goal. If SJH is the requested facility and we are on RED Capacity Alert with absolutely no beds we will inform you of this with the first call and try to arrange for admittance to SJE getting the on call specialist there to call you for information. By implementing this process we are getting patients we would not have necessarily been able to get by having these two nurses working diligently to arrange these transfers for you.