

<b>Procedure Title:</b>	Prioritizing Porter Queue at the QEII	
<b>Applies To:</b>	All Nova Scotia Health Staff at the QEII	
<b>Location Applicability:</b>	Queen Elizabeth II Health Sciences Centre, Central Zone	
<b>Approved:</b>	<b>Effective:</b>	<b>Next Review:</b>
November 28, 2022	November 29, 2022	November 28, 2026
<b>Sponsor:</b>	Senior Director, Care Coordination Centre	
<b>Number:</b> AD-C3-085	<b>Manual:</b>	Administrative

## PURPOSE

This procedure outlines the process to request prioritization of Porter Services for patient transport within the QEII.

## PROCEDURE

### Areas with their own patient transport staff (Emergency Department):

1. In cases where existing staff cannot transport the patient in a timely manner (e.g., limited staffing resources), contact Porter Services (902-473-2557).

**Note:** It is important to ensure there is direct communication with Porter Services if extra assistance is required.

2. If additional support is needed, contact the Care Coordination Centre (C3) for assistance in prioritizing transfers and Porter queues.
  - 2.1. C3 collaborates with Porter Services to help prioritize Porter Services requests.

### Areas with dedicated Porters (Oral Maxi Facial Surgery, Cath Laboratory, Endoscopy, Post Operative Recovery, Diagnostic Imaging):

1. For transport within the QEII, a team member contacts the unit Porter directly to arrange patient transport.
2. The Porter communicates any conflicts related to scheduling (e.g., Porter is scheduled to pick up a patient in Diagnostic Imaging at 3:00pm but another patient needs to go to the Pulmonary Function Lab for a 3:10pm appointment).
  - 2.1. The clinical area's team is responsible to determine the priority for transport and solve any problems that may arise.

3. When additional scheduling assistance is required, the clinical area's team contacts C3.
  - 3.1. C3 collaborates with Porter Services to help prioritize Porter Services requests.

**Areas without dedicated Porters or no dedicated Porters on shift:**

1. For patient transport within the QEII, team members enter the request into the Porter Request System.

**Note:** The Porter Request System automatically notifies a Porter but does not prioritize requests. For urgent transport requests, contact the dispatcher (902-473-2557) for priority Porter assignment.

2. If units have competing priorities related to capacity, discharges, or transfers, the clinical team contacts C3 for assistance.
  - 2.1. C3 collaborates with Porter Services to help prioritize Porter Services requests.

## RELATED DOCUMENTS

### Policies

[CC 03-085 Transport of Critically Ill Patients, Intrahospital and Interhospital](#)

[SS 15-013 Discharge Patient Phase II \(SDSU\)](#)

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## VERSION HISTORY

Version:	Effective:	Approved by:	What's changed:
Original	2022-11-29	Senior Director, C3 Operations	N/A