

Q: What should I do for low-risk, low-acuity patients?

A: If you are unsure about the right level of treatment for a patient, please dial 717-851-BEDS (2337). You will be connected to Patient Logistics, which will collaborate with you and an on-call physician to determine the appropriate level of care for your patient. If it is determined that the patient does not require inpatient or observational hospitalization, that patient may be referred to an outpatient facility rather than direct admission to WellSpan York Hospital.

Q: Should I call 717-851-BEDS for direct admission of a patient experiencing a behavioral health crisis?

A: No. Patients experiencing a behavioral health crisis should be referred to WellSpan Crisis Intervention. Please call 717-851-5320.

Q: Do you offer NICU patient transfers and emergency transfers for Labor & Delivery?

A: Yes. WellSpan York Hospital does offer specialized assistance for these types of transfers. Please call 717-851-2303 for NICU transfers and 717-851-2644 for antepartum, laboring and postpartum patient transfers..

Important Information For Referring Facilities

Responsibilities for Patient Information:

The referring facility is responsible for sending copies of all medical records related to the patient's emergency medical condition or outpatient office notes that are available at the time of the transfer, including the following:

- Available history
- Signs or symptoms and vitals
- Preliminary diagnosis

- Results of diagnostic studies or telephone reports of the studies
- Treatment provided
- Informed written consent to transfer to the receiving facility
- Other records, not yet available, must be sent to the receiving facility as soon as possible after transfer
- Up-to-date medications by history list

Responsibilities for Insurance Verification:

The referring facility is responsible for obtaining the verification/authorization from the insurance provider for the transfer of the patient to WellSpan York Hospital. If the case is urgent/emergent – and the referring facility is unable to contact and obtain authorization prior to the arrival at WellSpan York Hospital – Case Management will contact the insurance provider, after the patient arrives, to get the authorization.

Lack of authorization or verification from the insurance provider is NEVER to stop a transfer to WellSpan York Hospital that is deemed urgent/emergent when the level of care needed by the patient CANNOT be rendered at the current facility but CAN (has capability and capacity) be given at WellSpan York Hospital.



Direct Admission & Transfer Center Hotline

717-851-BEDS
(717-851-2337)

**One Call.
That's All.**
Available every day,
'round the clock



**Direct Admission/
Transfer Center
Hotline**

Resource Guide

About The Direct Admission/Transfer Center Hotline

WellSpan York Hospital now offers a seamless and rapid process for direct adult and pediatric patient admission and hospital-to-hospital transfers.

Just call our hotline – 717-851-BEDS (2337) – to ensure patients receive fast, convenient and expert care for their urgent health needs.

* NOTE: For patients with severe, life-threatening conditions, please dial 911 and notify the WellSpan York Hospital Emergency Department directly at 717-851-2311. Patients with the following conditions should be sent directly to the Emergency Department:

- Acute trauma
- STEMI
- Acute stroke with symptoms less than 12 hours in duration
- Shock
- Acute respiratory failure with airway compromise

How It Works

For direct admission or hospital-to-hospital patient transfers, just call 717-851-BEDS (2337). You'll be connected to Patient Logistics, which will perform baseline patient screening and triage. Patient Logistics will establish a three-way conference call between the RN Patient Placement Coordinator, the transferring physician and the appropriate WellSpan York Hospital physician on-call to facilitate the transfer or direct admission of the patient.

WellSpan York Hospital Specialty Care Services

The following specialty care services are available at WellSpan York Hospital:

- Level 1 Trauma Care
- Procedural, Surgical and Medical Management of Cardiac Patients
- Stabilization and Treatment of STEMI
- Stroke Treatment and care
- Orthopedic Traumatology
- Neurological, Neurosurgical and Neurointerventional care
- Endovascular and Surgical Vascular care
- Medical and Surgical Critical Care
- Pediatric Hospitalization
- Pediatric Neurology

Patient Transportation

WellSpan York Hospital offers same-day ALS, BLS and/or wheelchair-capable ground transportation for those patients approved for transfer and admission to the hospital.

WellSpan York Hospital Transfer Center will contact an ambulance dispatching service to discuss and respond to your patient's transportation requirements. The dispatcher will then contact the referring agency and/or facility to obtain additional information and to communicate an estimated ambulance arrival time.

WellSpan York Hospital does not offer transportation for testing and procedural-based visits.

Frequently Asked Questions

Q: Which doctor at WellSpan York Hospital do I call to arrange a direct admission or transfer?

A: By calling 717-851-BEDS (2337), you will be connected with Patient Logistics, which will collaborate with you to determine the most appropriate physician for your patient's clinical diagnosis and level of care. You do not need to know the name of the physician at WellSpan York Hospital in order to refer a patient.

Q: What types of conditions are appropriate for Direct Admission to WellSpan York Hospital?

A: Most stable patients with a clear diagnosis and treatment plan are eligible for Direct Admission. Call the Direct Admission Hotline at 717-851-BEDS (2337) for guidance.

Patients with questionable stability may be appropriate for Direct Admission after discussion with Patient Logistics and the appropriate on-call physician via the Direct Admission Hotline – 717-851-BEDS (2337).

Q: Should I call 717-851-BEDS to transfer trauma patients or STEMI patients from a referring hospital to WellSpan York Hospital?

A: Yes. Please call the Transfer Center at 717-851-BEDS (2337).

Q: Should I call 717-851-BEDS for direct admission of trauma or STEMI patients from their home or referring office to WellSpan York Hospital?

A: No. For direct admission of trauma or STEMI patients, please dial 911 and notify the WellSpan York Hospital Emergency Department directly at 717-851-2311.