



Introducing  
**One Call  
Transfer**

*Referring  
patients to  
St. Elizabeth's just got easier.*



*One Call  
Transfer:*

*Good for you.  
Good for your  
patients.*

**24 hours a day  
365 days a year**

**The number to call is:  
1-888-783-4111.**

By streamlining patient transfers, we help ensure your patients receive the care they need as quickly as possible. You benefit as well:

**Explain things once.** We eliminate the need to repeat your patient's medical condition and needs over and over as you coordinate services.

**No waiting.** You won't be put on hold or transferred back and forth between departments in search of the proper staff to help you.

**Knowledgeable professionals.** You will communicate with a nurse with medical knowledge and a clinical background.

**No worries over losing patients.** While at St. Elizabeth's your patients' care will be managed by our hospitalists — physicians who work directly for our hospital and care for patients only from the time they are admitted until their discharge. Once these patients leave the hospital, they are immediately placed back in your care.

**Proper documentation.** All communication is recorded and documented, helping assure you meet federal and state regulations for referrals.

For more information on the One Call Transfer program at St. Elizabeth's Hospital, contact:  
St. Elizabeth's Hospital at  
618-234-2120, ext. 1889.

St. Elizabeth's Hospital was founded by the Hospital Sisters of the Third Order of St. Francis. Today, we continue the mission of our founding sisters: to provide care for the sick and needy with a spirit of respect, care, competence and joy.

We maintain a Gold Seal of approval from the Joint Commission on the Accreditation of Healthcare Organizations.



## ***One call.***

That's now all it takes to have a patient transferred to St. Elizabeth's.

With our new One Call Transfer service, we've eliminated the frustrating maze of phone calls to doctors, hospitals and ambulance services that are typically needed to have a patient transferred from one hospital to another.

Now, all you have to do is dial our toll-free number: 1-888-783-4111.

An operator will ask for some basic information, and we'll take care of the rest.

Your patients will be transferred quickly and safely. And we'll keep you abreast of their progress until they are discharged and returned to your care.

## ***One Call Transfer simplifies the patient transfer process***

Some patients need more care than your hospital can provide. No matter what time of the day or night, there is now one phone number you can call to have them transferred to St. Elizabeth's Hospital for the advanced care they need.

### ***How One Call Transfer works***

#### **What you do**

- To have a patient transferred to St. Elizabeth's Hospital, call 1-888-783-4111.
- A specially trained care coordinator will ask for some basic information, including:
  - the patient's name
  - the referring doctor and hospital
  - the reason for transfer
  - if the transfer is related to a heart attack, the time of the onset of symptoms

**What we do** - The One Call Transfer care coordinator will then:

- Alert us to the incoming patient, arranging for their care with our hospitalist, cardiologist or other appropriate specialist.
- Dispatch a helicopter or arrange for ground transportation, as needed. (Patients with acute heart attack symptoms will be transported by helicopter, with our promise to complete the transfer and begin life-saving treatment within 60 minutes of the time of your call.)
- Arrange for a bed in the appropriate level of care that will be ready upon your patient's arrival.
- Complete any necessary registration paperwork, including financial information and pre-certification when necessary.
- Alert you once the patient has arrived safely.

# ***One Call Transfer***

# ***1-888-STE-4111***

