**Policies and Procedures**

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<td>Policy: Transitions of Care</td>
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**PURPOSE**

In compliance with the ACGME Institutional and Common Program Requirements, it is the goal of Creighton University to outline the process for performing Transitions of Care for the residents in the Diagnostic Radiology Residency Program at Creighton University School of Medicine/St. Joseph’s Hospital and Medical Center.

**SCOPE**

This policy applies to all residents in the Diagnostic Radiology Residency Program at Creighton University School of Medicine/ St. Joseph’s Hospital and Medical Center (Phoenix).

**POLICY**

The departmental policy on Transitions of Care is outlined below, along with a link to access Creighton University GME policy.

The Department of Radiology recognizes the importance of quality provider-to-provider communication during patient care transition. Radiology residents take ownership of all imaging studies they review and manage all cases during their shift. Radiology is unique in that the physicians do not directly transition care of patients. However, radiologists occasionally need to relay information regarding an ongoing imaging study or pending protocol between transitioning providers.

In order to provide optimal patient care during these 'patient hand-offs', we have created an electronic document which is accessible from any computer in the hospital and provides a written communication of any such scenario (see Process below). Transition of care is efficient and effective in order provide the best possible patient care.

**PROCESS**

- At every afternoon and morning transition, the oncoming resident will access the "Radiology Resident Hand-off" folder.
  - To do this, the resident will access the Shared Drive, then "Radiology" folder, then "Radiology Resident Hand-off" subfolder. The "Radiology Resident Hand-off" document follows the SBAR method of communication.
- The incoming resident will document in the record that they have received this communication.
- If any questions regarding the documented information remain, the incoming resident will contact the outgoing resident for a verbal clarification.

*In the event of any discrepancies between program policies and the GME policy, the GME policy shall govern.*
HEALTH CARE APPOINTMENTS

- Process for routine health care appointments - It is recognized that many routine health care appointments need to occur during the work day. In recognition of the primacy of patient welfare in these situations and the impact on the program's other residents, resident needing time off for these appointments should give the program a one-day notice.

- Process for urgent/emergent health care appointments - The process for ensuring patients safety and continuity of care for urgent/emergent health care appointments should follow the same hand off process as for residents needing to leave due to excessive fatigue or illness or family emergency.

REFERENCES

Boards, ACGME, resident employment contract, etc.

AMENDMENTS OR TERMINATION OF THIS POLICY

Creighton University reserves the right to modify, amend or terminate this policy at any time.

In the event of any discrepancies between program policies and the GME policy, the GME policy shall govern.