

I/Request

User Guide

Logis system

Overview

I/Request is a web app used to book and monitor a patient's Inter-Facility Transfer (IFT) which will be managed by AHS EMS.

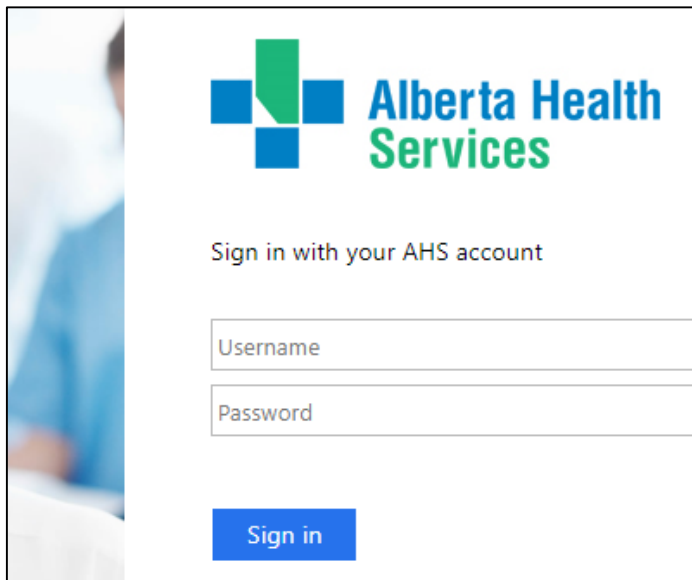
Highlights

- Single sign-on with AHS account
- User-friendly interface
- Connected to EMS Dispatch system
- Dynamic scheduling tool
- Self-service, which supports reduced phone calls with EMS --- for monitoring [with real-time status updates] and booking changes

Overview

1. Log-on
2. Create a booking
3. Self-service follow-up
 - review, update, monitor (check ETA)

1



Alberta Health Services

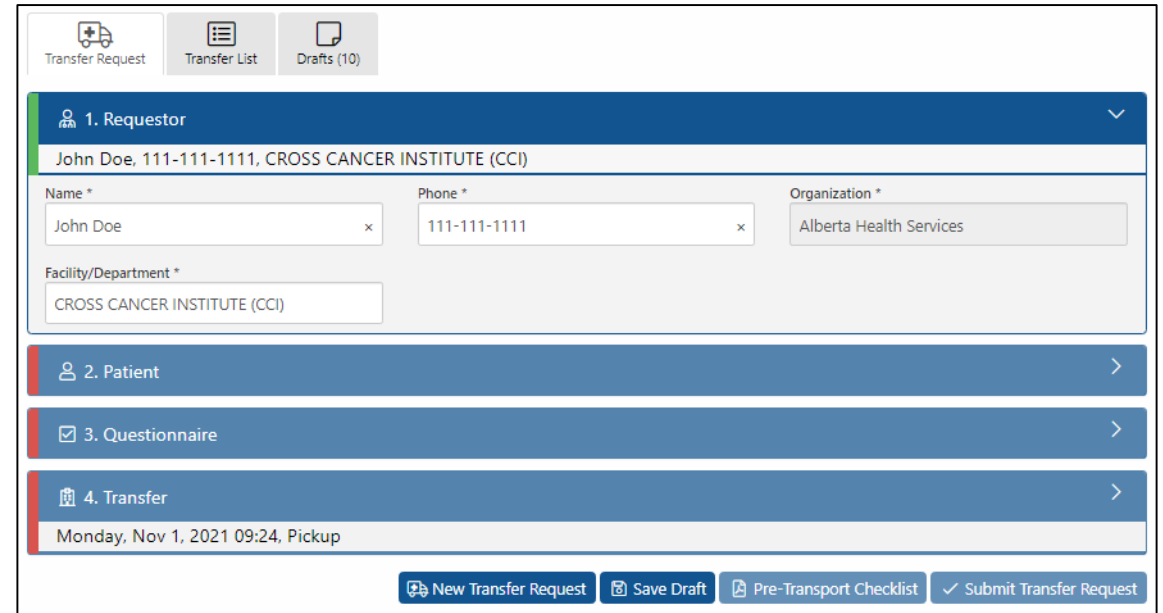
Sign in with your AHS account

Username

Password

Sign in

2



Transfer Request | Transfer List | Drafts (10)

1. Requestor

John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)

Name * John Doe Phone * 111-111-1111 Organization * Alberta Health Services

Facility/Department * CROSS CANCER INSTITUTE (CCI)

2. Patient

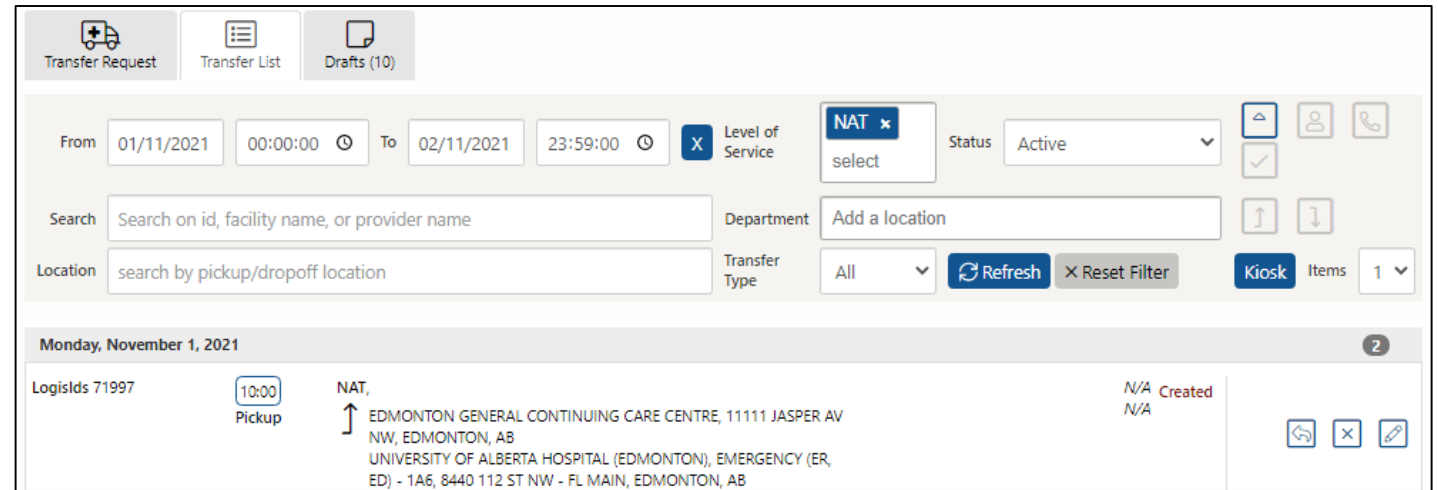
3. Questionnaire

4. Transfer

Monday, Nov 1, 2021 09:24, Pickup

New Transfer Request | Save Draft | Pre-Transport Checklist | Submit Transfer Request

3



Transfer Request | Transfer List | Drafts (10)

From 01/11/2021 00:00:00 To 02/11/2021 23:59:00 Level of Service NAT Status Active

Search Search on id, facility name, or provider name Department Add a location

Location search by pickup/dropoff location Transfer Type All Refresh Reset Filter Kiosk Items 1

Monday, November 1, 2021

LogisIds 71997	10:00 Pickup	NAT, EDMONTON GENERAL CONTINUING CARE CENTRE, 11111 JASPER AV NW, EDMONTON, AB UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), EMERGENCY (ER, ED) - 1A6, 8440 112 ST NW - FL MAIN, EDMONTON, AB	N/A Created N/A
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Log-on

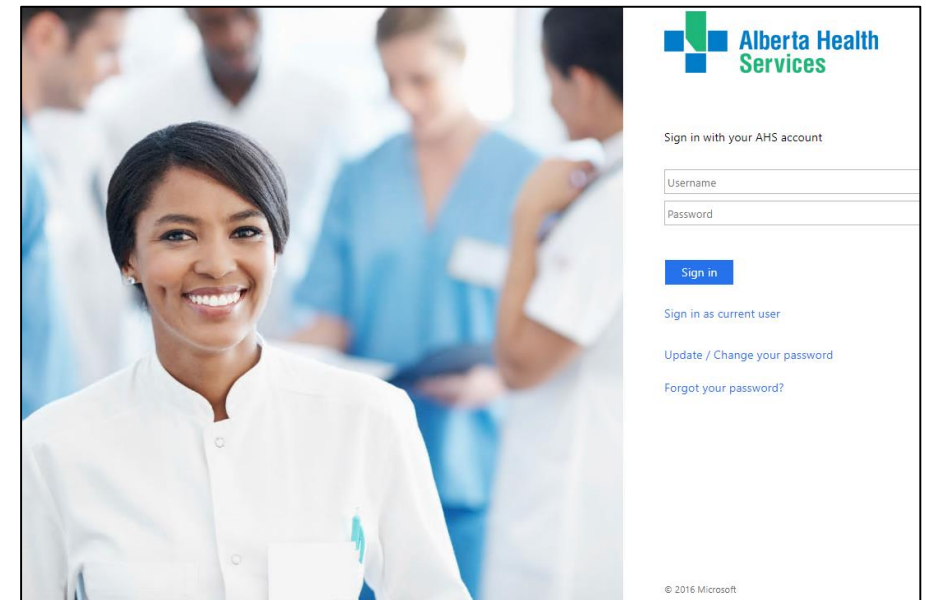
click → ahs.ca/emsirequest
or
copy-paste → ahs.ca/emsirequest

full: <https://emsiftirequest.albertahealthservices.ca/LogisWeb/>

If the patient is emergent/unstable/critical,
immediately call RAAPID
1-877-661-6710

RAAPID = Referral, Access, Advice,
Placement, Information & Destination

log-on with your regular AHS
username and password



Top Section



AHS I/Request --- If the patient is emergent/unstable/critical, IMMEDIATELY CALL 1-877-661-6710

(2) test_user

Log off

Transfer Request



Transfer Request



[Transfer List](#)



Drafts (11)

Top Section

- User Profile
- Optionally, set your default Phone Number; for EMS callback
- Other fields are set automatically due to linkage with IAM
- E.g., default department is configured in IAM, if set it here it will be saved only for current session and lost upon log-off

User Profile

Email: test_user

Full Name: test_user

Profession:

Default Department: Alberta Health Services

Default Location: Search locations

Default Language:

Startup Module:

License:

Phone Number:

OK Cancel

- Click the AHS logo to refresh the page
- Use this to refresh the "Action Centre"
- Also, this can sometimes help to escape from an error

- Simple version of I/Request disclaimer
- I/Request is not suitable for high-acuity/emergency patient transfers; for these, immediately call 1-877-661-6710

- Action Center
- Access help and announcements
- The number indicates count of announcements, if zero then no number

Alberta Health Services

AHS I/Request --- If the patient is emergent/unstable/critical, IMMEDIATELY CALL 1-877-661-6710

(2) test_user Log off

Transfer Request

Transfer Request Transfer List Drafts (11)

- The 3 main pages
- Transfer Request: book/create a transfer
- Transfer List: search and review transfers
- Drafts: incomplete bookings

- Action Center has 3 sections: Help, Announcements, Global Announcements
- Help has links – click to visit page
- Announcements can be dismissed with "x" button
- Click away (click anywhere else on page) to hide Action Center

ACTION CENTER

Help

Announcement

test 2021-10-05 title 11:36 am

test 2021-10-05 info

Global Announcement

Click this button to log-off

Transfer Request



Transfer Request



Transfer List




Drafts (6)

 1. Requestor




John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)

 2. Patient




3. Questionnaire




 4. Transfer



Thursday, Oct 7, 2021 10:00, Pickup

 New Transfer Request

 Save Draft

 Pre-Transport Checklist

 Submit Transfer Request

Transfer Request

- The Transfer Request page is used to book a transfer
- It comprises a form with 4 sections; all 4 sections must be entered

The screenshot shows the 'Transfer Request' form interface. At the top, there are three navigation buttons: 'Transfer Request' (with a truck icon), 'Transfer List' (with a list icon), and 'Drafts (6)' (with a document icon). Below these are four main sections, each with a heading and a summary area. The first section is '1. Requestor' with a summary 'John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)'. The second is '2. Patient'. The third is '3. Questionnaire' with a checkmark icon. The fourth is '4. Transfer' with a summary 'Thursday, Oct 7, 2021 10:00, Pickup'. At the bottom, there are four action buttons: 'New Transfer Request' (with a refresh icon), 'Save Draft' (with a save icon), 'Pre-Transport Checklist' (with a checklist icon), and 'Submit Transfer Request' (with a checkmark icon). Red boxes and arrows highlight various elements: a box around the 'Transfer Request' button; boxes around the '1. Requestor' heading and its summary; a box around the '4. Transfer' section; a box around the 'New Transfer Request' button; and boxes around the 'Save Draft', 'Pre-Transport Checklist', and 'Submit Transfer Request' buttons. A vertical bar on the left side of the sections is also highlighted.

Section heading

Section summary

• Validation indicators
• Red = not valid; Green = valid
• All 4 sections must be entered completely and valid to enable #1 Pre-Transport Checklist, and #2 Transfer Request submit

Click anywhere within a section to expand/collapse

Clear the form and start a new booking

Save Draft

View the pre-transport checklist

Submit the booking

Transfer Request --- 4 sections

Mandatory fields are indicated with asterisk (*) and red color text/border

1. Requestor

John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)

Name * Phone * Organization *

Facility/Department *

2. Patient

patient search --- please enter PHN/ULI (and then press 'Enter' or click 'Search')

First Name * Last Name * Date of Birth *

PHN/ULI Out-of-Province Health ID Gender *

Weight (kg) * Height (cm) Most-responsible practitioner ~ Sending *

Most-responsible practitioner ~ Receiving * Working Diagnosis *

3. Questionnaire

A. If the patient is emergent/unstable/critical, IMMEDIATELY CALL 1-877-661-6710

Click the "?" link for details

*** 1. The Service {mandatory, select one} ***

Urgent Transfer
(select one of these four)

Routine Transfer for Appointment Patient requires transport to a [receiving site] facility for an appointment (consult, test, treatment)

Routine One-Way Transfer
Patient is to be (A) discharged from your [sending] site (facility) and then (B) admitted to another [receiving] site (facility, group home)

2. The Patient {optional, select any that apply}

airway assistance (select none or one)

infusions (select none or one)

cardiac monitoring (select none or one)

Has other care requirements/attachments (select any/all that apply, type to search/autocomplete)

3. Mobility

Patient mobility is (select one) *

4. Transfer

Monday, Oct 25, 2021 08:36, Pickup

Pickup Location * Apt/Room/Bed Extra info for pickup

Department / Floor:

Dropoff Location * Apt/Room/Bed Extra info for dropoff

Department / Floor:


Anchor Pickup

Now

Pickup Date * Pickup Time * :

Comments

Transfer Request --- section 1: Requestor

 1. Requestor ▼

John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)

Name *	Phone *	Organization *
<input type="text" value="John Doe"/>	<input type="text" value="111-111-1111"/>	<input type="text" value="Alberta Health Services"/>
Facility/Department *		
<input type="text" value="CROSS CANCER INSTITUTE (CCI)"/>		

Transfer Request --- section 1: Requestor

- Requestor Name: the name of the person who is creating the booking
- Usually this is entered automatically due to linkage with IAM

- Requestor Phone: the EMS callback phone number
- You can set a default phone number in your User Profile

- Requestor Organization: AHS
- This is entered automatically and can't be changed

1. Requestor

John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)

Name *
John Doe


Phone *
111-111-1111

Organization *
Alberta Health Services

Facility/Department *
CROSS CANCER INSTITUTE (CCI)

- Requestor Facility/Department: the site that is creating the booking
- This can be entered automatically due to linkage with IAM --- only if a 'Default Location' was selected in IAM
- Search by facility/department long-form or short-form name
- For a *department* long-form name: its always after the facility long-form name and 'comma and space'
- Examples:
 - UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), STROKE OBSERVATION - 4G5
 - UAH-4G5
- Refer to the Facility List for support to retrieve and input a site (Action Center > Help > Facility List)

Transfer Request --- section 2: Patient

 2. Patient ▼

patient search --- please enter PHN/ULI (and then press 'Enter' or click 'Search')

First Name * <input type="text"/>	Last Name * <input type="text"/>	Date of Birth * <input type="text" value="yyyy-mm-dd"/>
PHN/ULI <input type="text" value="____-____"/>	Out-of-Province Health ID <input type="text"/>	Gender * <input style="text-align: right; border-bottom: none; border-top: none; border-left: none; border-right: none;" type="text" value="Please select"/> ▼
Weight (kg) * <input type="text"/>	Height (cm) <input type="text"/>	Most-responsible practitioner ~ Sending * <input type="text"/>
Most-responsible practitioner ~ Receiving * <input type="text"/>	Working Diagnosis * <input type="text"/>	

Transfer Request --- section 2: Patient

- Patient Search --- search by PHN/ULI (numbers, no hyphen, e.g., 123456789) --- not by name
- This will automatically enter info to fields: PHN/ULI, First Name, Last Name, Date of Birth, Gender
- If can't retrieve patient by PHN/ULI, then enter info manually to all required fields

- Clear this section and restart patient data entry

2. Patient

patient search --- please enter PHN/ULI (and then press 'Enter' or click 'Search')

Search Clear All

First Name * Last Name * Date of Birth *

PHN/ULI Out-of-Province Health ID Gender *

Weight (kg) * Height (cm) Most-responsible practitioner ~ Sending *

Most-responsible practitioner ~ Receiving * Working Diagnosis *

- Weight and Height must be a whole number (no decimals)

- Most-responsible practitioner at Sending and Receiving sites
- Free-text, no health staff lookup
- If unknown, enter an alternative like department name

Transfer Request --- section 3: Questionnaire

3. Questionnaire

A. If the patient is emergent/unstable/critical, IMMEDIATELY CALL 1-877-661-6710

Click the "?" link for details [?](#)

*** 1. The Service {mandatory, select one} ***

Urgent Transfer

(select one of these four)

Routine Transfer for Appointment [i](#) [?](#)

Patient requires transport to a [receiving site] facility for an appointment (consult, test, treatment)

Routine One-Way Transfer

Patient is to be (A) discharged from your [sending] site (facility) and then (B) admitted to another [receiving] site (facility, group home)

2. The Patient {optional, select any that apply}

airway assistance (select none or one)

infusions (select none or one)

cardiac monitoring (select none or one)

Has other care requirements/attachments (select any/all that apply, type to search/autocomplete)

3. Mobility

Patient mobility is (select one) * [?](#)

Please select

4. Infection Prevention and Control (IPC) {select all that apply}

The IPC concerns are (select all that apply)

The COVID-19 concerns are (select one) *

Please select

5. Safety

The safety concerns are (select all that apply)

6. Escorts

total count of escorts (medical, security, civilian) --- if 1-or-more, please select among "escort #_" below and enter info

escort #1 - format: name, role, weight, COVID screen/test - example: John Doe, nurse, 67kg, COVID screen negative

escort #2 - format: name, role, weight, COVID screen/test - example: Jane Smith, family, 55kg, COVID screen positive

escort #3 - format: name, role, weight, COVID screen/test - example: John Smith, security officer, 88kg, COVID test negative

escort #4 - format: name, role, weight, COVID screen/test - example: Jane Doe, respiratory therapist, 60kg, COVID test positive

7. Workers Compensation Board (WCB)

The transfer is related to Workers Compensation Board (WCB) ~ please provide claim number in comment

8. Other

The patient has other care requirements --- please enter details

Comment

Transfer Type *

Appointment

Transfer Reason *

Please select

Transfer Request --- section 3: Questionnaire

3. Questionnaire

A. If the patient is emergent/unstable/critical, IMMEDIATELY CALL 1-877-661-6710

Click the "?" link for details [?](#)

***** 1. The Service {mandatory, select one} *****

Urgent Transfer
(select one of these four)

Routine Transfer for Appointment [i](#) [?](#)
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infusions (select none or one)

cardiac monitoring (select none or one)

Has other care requirements/attachments (select any/all that apply, type to search/autocomplete)

3. Mobility

Patient mobility is (select one) * [?](#)

Please select

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The IPC concerns are (select all that apply)

The COVID-19 concerns are (select one) *

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8. Other

The patient has other care requirements --- please enter details

Comment

Transfer Type *
Appointment

Transfer Reason *
Please select

- Helpful info
- Tooltip or job aid document

- Questionnaire section 1: The Service
- Mandatory, select only one item here

- Disclaimer

- If required, add more patient detail here

- Transfer Type is selected automatically by your input in "The Service"

- Transfer Reason is mandatory to select

Transfer Request --- section 4: Transfer

4. Transfer Monday, Oct 25, 2021 08:36, Pickup

Pickup Location * Click to autofill: [My Facility](#) | [Patient Address](#)

Type to search

Department / Floor: Please select

Apt/Room/Bed

Extra info for pickup

Dropoff Location * Click to autofill: [My Facility](#) | [Patient Address](#)

Type to search

Department / Floor: Please select

Apt/Room/Bed

Extra info for dropoff

Anchor **Pickup**

Now

Pickup Date * 25/10/2021

Pickup Time * ? 08 : 36 :

Comments

Transfer Request --- section 4: Transfer

- Location --- free-text search with auto-complete, select-list, and mandatory validation --- for facility/department (long-form or short-form name) or address --- if can't find intended location, use best alternative and add 'extra info'
- 2-stage location lookup for facility and then department (although department can be entered in the first field)

- Click here to copy location from Requestor or Patient

4. Transfer

Monday, Oct 25, 2021 08:36, Pickup

Pickup Location * [Click to autofill: My Facility | Patient Address](#)

Type to search

Department / Floor: Please select

Apt/Room/Bed

Extra info for pickup

Dropoff Location * [Click to autofill: My Facility | Patient Address](#)

Type to search

Department / Floor: Please select

Apt/Room/Bed

Extra info for dropoff

Anchor **Pickup**

Now

Pickup Date * 25/10/2021

Pickup Time * 08 : 36

Comments

- Schedule (Requested): choose Date and Time
- Whether schedule is based on Pickup or Dropoff, selected automatically with Questionnaire
- "Now" is often not feasible, so it generally means 'as-soon-as-possible'
- If you selected "Appointment" in Questionnaire, here you will have option 'Wait For Patient' (enter wait **duration**, hours and minutes); use this to create a Wait-And-Return transfer

Requested DateTime Anchor: **Dropoff**

Now

Dropoff Date * 07/10/2021

Dropoff Time * 08 : 25

Wait For Patient 00 : 00

duration
(not time)

Transfer Request --- Pre-Transport Checklist



Pre-Transport Checklist

Emergency Medical
Services

What You Need to Know

Sending Facility Checklist:

The Patient could be out of a facility for many hours depending on distance of transport, appointment or treatment time and availability of EMS resources for the return transport.

Please have the patient ready on time with the following for the EMS practitioners:

- Completed IFT Form or IFT Report (connect care)
- Goals of Care
- Prescribed medications for up to 8 hours
- Bagged Lunch

Transports over 250 km

Inform patient they may go by air ambulance if your site is 250 km or greater to the receiving site. If the patient being transported by air ambulance within Alberta is from outside of Canada or is from a Canadian province or territory other than Alberta, British Columbia or Saskatchewan, they will receive an invoice for services. Air ambulance fees are cost recovery and include a base fee plus patient transport air miles which can result in several thousands of dollars.

Bariatric Patient

- Additional facility staff on hand to assist lifting the patient

Medical and/or Security Escort

Ensure medical escorts are ready and appropriate based on specific level of care requirements necessary to assist EMS for inter-facility transport. Ensure the security escort is appropriate based on patient condition per collaborative pre transport risk assessment and in consideration of Community Treatment Orders and the Mental Health Act where, and if, applicable

Changes: If anything changes, including expected clinical care requirements during transport, you must call 1-877-661-6710 and press 3 to update the request

Check the Kiosk for updates on expected pick up and drop off times

The Pre-Transport Checklist is a checklist for the sending site to help prepare before EMS arrival to pickup the patient.

The thumbnail shows the top portion of the Pre-Transport Checklist form. It includes the Alberta Health Services logo, the title 'Pre-Transport Checklist', and the section 'What You Need to Know'. The 'Sending Facility Checklist' section is visible, containing instructions for patient readiness and a list of items to bring. The 'Transports over 250 km' section is also visible, mentioning air ambulance fees. The 'Bariatric Patient' and 'Medical and/or Security Escort' sections are partially visible.

Patient and Family Information:

You are being transported via EMS to another site for admission or appointment; the EMS practitioners will care for your medical needs while you are in transit.

You are permitted to bring:

- A book or magazine for entertainment
- A small bag with required personal items no larger than a standard 8 x 20 inch patient garment bag
- EMS is not responsible for any lost or stolen items

Please do not bring:

- Any valuables
- Large items, such as suitcases these items should be sent with family.

Please be aware that you could be transported with another patient or switched to another ambulance part way through your trip. You may also be sitting for the duration of the trip dependent on your medical condition.

If you have any questions about your transport feel free to ask your nurse or the EMS practitioners on their arrival.

*****If the patient is discharged home from the receiving facility it is the patient or patient's family responsibility to return to their home community *****

Non-Medical Escorts

Need to be familiar with the patients' supportive needs, medications, diet, ambulation and toileting
EMS cannot guarantee that we can accommodate escorts on all legs of the transport. It could end up being the responsibility of the escort to get themselves back to their home community.

Transfer Request --- Submit

✓ Submit Transfer Request

Select time

Please set the time and date for the return

October 2021

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
39	26	27	28	29	30	01	02
40	03	04	05	06	07	08	09
41	10	11	12	13	14	15	16
42	17	18	19	20	21	22	23
43	24	25	26	27	28	29	30
44	31	01	02	03	04	05	06

19 : 43 ?

New time Wednesday, Oct 6, 2021 19:43

Service Level Agreement for Return Transfer
_I/Request

Cancel

Submit Transfer Request

Request Processed

Progress 100 %

Message Suggested alternative date and time: 19/10/2021, 7:54 pm

Close

Edit Accept suggested

Request Processed

Progress 100 %

Broker Logislds

Booking Ref. # 71078

Arrival at pickup 15:20 - 17:20

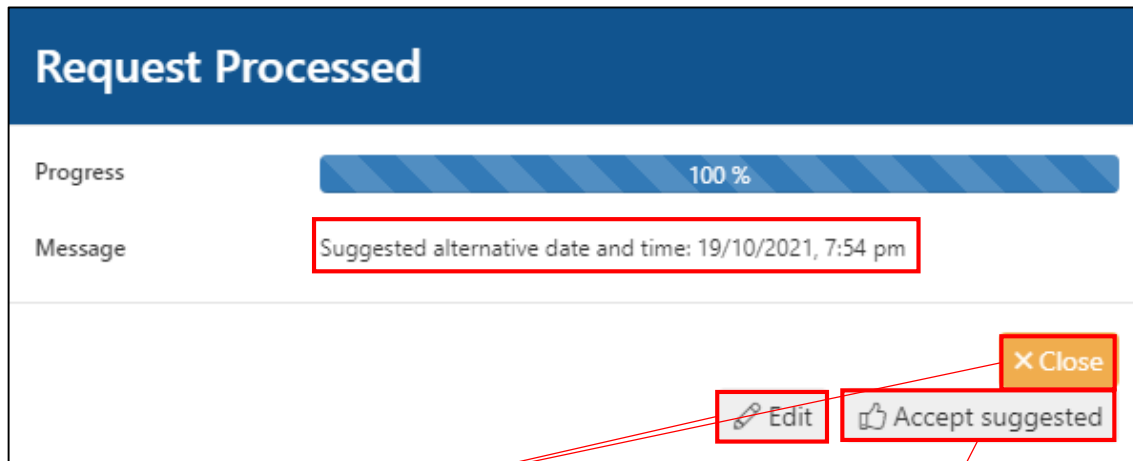
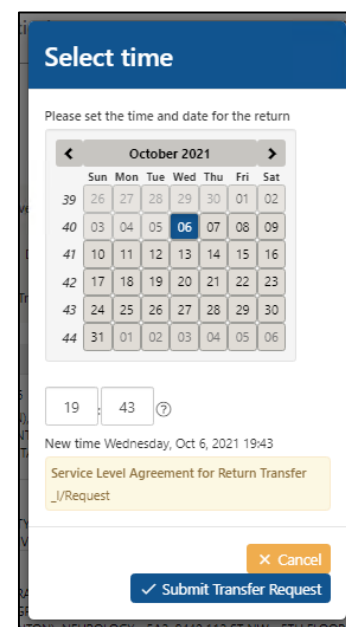
Create Return Ok

Transfer Request --- Submit

✓ Submit Transfer Request

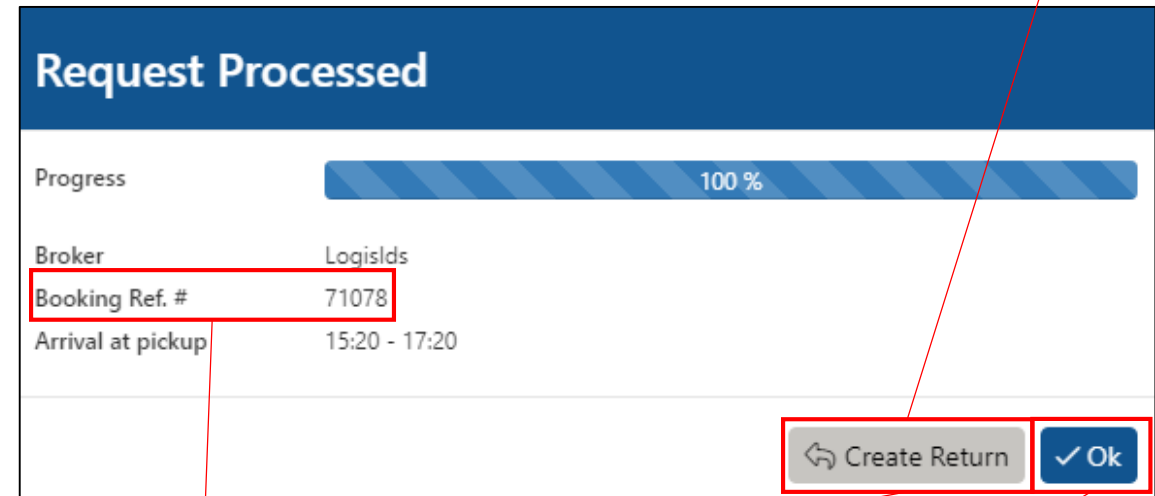
- If the system **can't** accommodate your transfer, it may suggest an alternative date/time
- You may reject or accept
- If you reject (i.e., click button "Close" or "Edit"): you can edit, abandon, save draft, or call EMS for support (note that I/Request is connected to the EMS Dispatch system, so EMS will have same consistent schedule information)

- If the system **can** accommodate your transfer, it will provide a transfer id (booking id / ref #)
- Retain the transfer id for your records
- At this point, you may create a return transfer
- Afterwards, use the Transfer List to check the status of your transfer, and/or to create return (if not done upon submit)



- Reject the suggestion to return to the booking form
- Both buttons "Edit" and "Close" do same thing to reject the suggestion and return to the form

- Accept the suggested alternative schedule date/time



- For your records, retain this transfer id (booking id)

- Create a return transfer (Same-Day-Return)

- Click OK to confirm and close

Transfer Request --- Submit; booking confirmation and create return

- Upon submit, you have the opportunity to create a return transfer (Same-Day-Return), although this option to create a return is also available afterwards (with Transfer List)
- To create a return transfer:
 - Click “Create Return”
 - Enter the date/time for the return
- If the return date/time is unknown use a best-estimate, and then update it later
- If a return transfer is not needed, simply click “OK” to confirm

Request Processed

Progress 100 %

Broker Logislds

Booking Ref. # 71078

Arrival at pickup 15:20 - 17:20

↶ Create Return ✓ Ok

Select time

Please set the time and date for the return

October 2021

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
39	26	27	28	29	30	01	02
40	03	04	05	06	07	08	09
41	10	11	12	13	14	15	16
42	17	18	19	20	21	22	23
43	24	25	26	27	28	29	30
44	31	01	02	03	04	05	06

19 : 43 ?

New time Wednesday, Oct 6, 2021 19:43

Service Level Agreement for Return Transfer
//Request

✕ Cancel
✓ Submit Transfer Request

Transfer Request --- Wait-And-Return vs Same-Day-Return

- I/Request allows a transfer to comprise 2 transports for a delivery [for appointment] and return
- There are two forms: **Wait-And-Return** and **Same-Day-Return**
- Wait-And-Return: use this if intend for EMS to remain at site during appointment (and same EMS unit will return patient) --- because
 - appointment duration is small (less-than 45 minutes) or
 - require EMS to continue patient care at receiving/appointment site
- Same-Day-Return: use this if not need EMS to remain at site during appointment (and any EMS unit will return patient) --- because
 - appointment duration is big (more-than 45 minutes) or
 - patient care will be provided by receiving/appointment site

*** 1. The Service {mandatory, select one} ***

Urgent Transfer
(select one of these four)

Routine Transfer for Appointment ⓘ ?
Patient requires transport to a [receiving site] facility for an appointment (consult, test, treatment)

Routine One-Way Transfer
Patient is to be (A) discharged from your [sending] site (facility) and then (B) admitted to another [receiving] site (facility, group home)

Wait-And-Return


Now

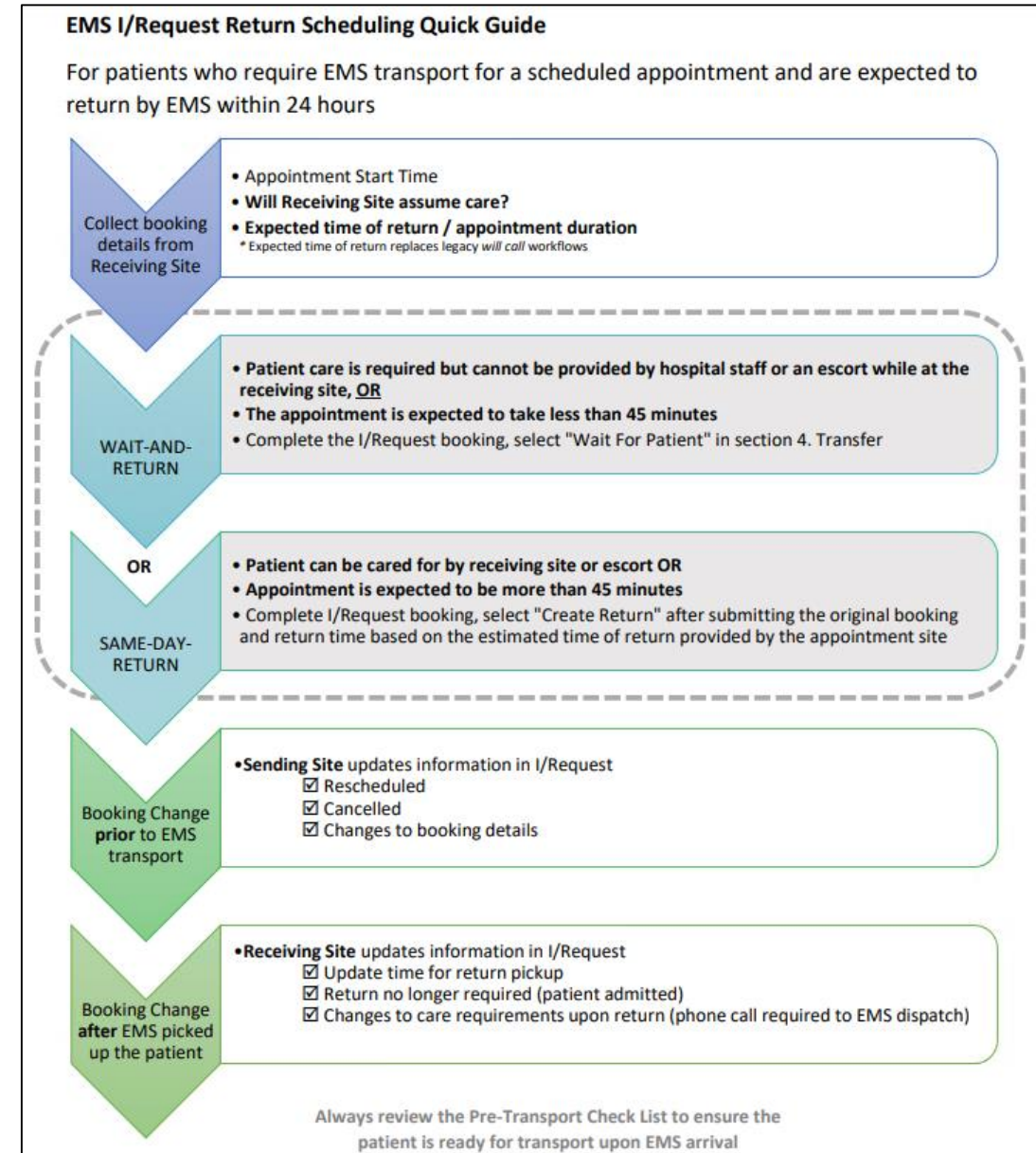
Dropoff Date * 18/10/2021

Dropoff Time * ? 13 : 30

Wait For Patient 00 : 30

Same-Day-Return





Transfer List

Transfer Request Transfer List Drafts (1)

From To

Level of Service select Status

Search

Department

Location

Transfer Type

Items

Wednesday, October 6, 2021 10

Logislds-EDMO-1T1 1292725	<input type="text" value="08:00"/> Pick-up Bed on Hold	NAT, John Mike Doe, 22/01/1953 ↑ CROSS CANCER INSTITUTE (EDMONTON), 11560 UNIVERSITY AV NW - RT, EDMONTON, AB UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5E2, EDMONTON, AB	08:21 08:27 6/7 ~ Arrived to Dropoff
Logislds-EDMO-1T6 1292803	<input type="text" value="09:00"/> Pick-up Discharge/Admission	NAT, Jane Mary Smith, 19/05/1933 ↑ UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5C2, EDMONTON, AB CAPITALCARE - LYNNWOOD (EDMONTON), 8740 165 ST NW - UIT 2PP, EDMONTON, AB	09:00 10:03 3/7 ~ Moving to Pickup <input type="button" value="↻"/>

Transfer List

- The Transfer List page is used to access transfers --- to filter, review, and change (create return, cancel, edit)
- It has 2 sections: Filters and Transfers

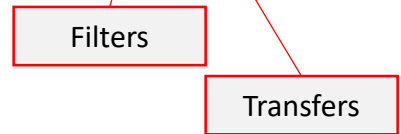
- This page is static (it doesn't refresh automatically), use the "Refresh" button to refresh manually
- The Kiosk displays transfers with real-time info; its dynamic (it refreshes automatically), but doesn't have Filters

The screenshot displays the Transfer List interface. At the top, there are three tabs: "Transfer Request", "Transfer List" (highlighted with a red box), and "Drafts (1)". Below the tabs is a filter section (also highlighted with a red box) containing fields for "From" (06/10/2021 00:00:00), "To" (07/10/2021 23:59:00), "Level of Service" (NAT), "Status" (Active), "Search" (Search on id, facility name, or provider name), "Department" (Add a location), "Location" (search by pickup/dropoff location), "Transfer Type" (All), and a "Refresh" button. There are also icons for user, phone, and checkmark, and a "Kiosk" button with "Items 10".

Below the filter section is a table of transfers for "Wednesday, October 6, 2021" (10 items). The table has two rows:

Logislds-EDMO-IT1 1292725	08:00 Pick-up Bed on Hold	NAT, John Mike Doe, 22/01/1953	08:21 08:27 6/7 ~ Arrived to Dropoff
		↑ CROSS CANCER INSTITUTE (EDMONTON), 11560 UNIVERSITY AV NW - RT, EDMONTON, AB UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5E2, EDMONTON, AB	
Logislds-EDMO-IT6 1292803	09:00 Pick-up Discharge/Admission	NAT, Jane Mary Smith, 19/05/1933	09:00 10:03 3/7 ~ Moving to Pickup
		↑ UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5C2, EDMONTON, AB CAPITALCARE - LYNNWOOD (EDMONTON), 8740 165 ST NW - UIT 2PP, EDMONTON, AB	

- You can use the Transfer List to review bookings for your site for next day (or for other periods, use the filters)



Transfer List --- Filters

From	<input type="text" value="06/10/2021"/>	<input type="text" value="00:00:00"/>	To	<input type="text" value="07/10/2021"/>	<input type="text" value="23:59:00"/>	<input type="button" value="X"/>	Level of Service	<input type="text" value="NAT x select"/>	Status	<input type="text" value="Active"/>	<input type="button" value="▲"/>	<input type="button" value="👤"/>	<input type="button" value="☎"/>	<input type="button" value="✓"/>		
Search	<input type="text" value="Search on id, facility name, or provider name"/>						Department	<input type="text" value="Add a location"/>							<input type="button" value="↑"/>	<input type="button" value="↓"/>
Location	<input type="text" value="search by pickup/dropoff location"/>						Transfer Type	<input type="text" value="All"/>	<input type="button" value="🔄 Refresh"/>	<input type="button" value="X Reset Filter"/>	<input type="button" value="Kiosk"/>	Items	<input type="text" value="10"/>	<input type="button" value="▼"/>		

Transfer List --- Filters

- Date and Time range filter
- Click the date field to adjust date
- Click the time field to adjust time; either enter numbers (for hours and minutes, not seconds) or click the clock symbol to open widget to select H/M/S (mouse scroll in here)
- Click the "X" button to reset to today (with time 00:00-23:59)

- 4 buttons [left-to-right]: #1 sort by datetime ascending/descending; #2 "my" transfers; #3 Will Call (not used); #4 need authorization (not used)

- Level-of-Service
- Multi-select list

- Status
- Single-select list

- Free-text search #1
- Search: transfer id, patient PHN/ULI, patient name

- Free-text search #2
- Search: location (pickup or dropoff), facility name, department name, address (building, street, city)

- Transfer Type
- Single-select list

- Refresh
- Reset

- Facility or Department
- Multi-select list

- Kiosk

- Pickup or Dropoff

- Select maximum count of transfers to display: All, 10, 20, 50

Transfer List --- Transfers

Wednesday, October 6, 2021

10

LogisIds-EDMO-1T1 1292725

08:00

Pick-up
Bed on Hold

NAT, John Mike Doe , 22/01/1953

↑ CROSS CANCER INSTITUTE (EDMONTON), 11560 UNIVERSITY AV NW - RT, EDMONTON, AB
UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5E2, EDMONTON, AB

08:21 08:27 6/7 ~ Arrived to Dropoff

LogisIds-EDMO-1T6 1292803

09:00

Pick-up
Discharge/Admission

NAT, Jane Mary Smith 19/05/1933

↑ UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5C2, EDMONTON, AB
CAPITALCARE - LYNNWOOD (EDMONTON), 8740 165 ST NW - UIT 2PP, EDMONTON, AB

09:00 10:03 3/7 ~ Moving to Pickup



Transfer List --- Transfers

- EMS Unit Id
- The resource which is assigned to the transfer
- If blank or N/A, the transfer is not yet planned; EMS will manage it

• Day / Date

• Transfer Id

• Level-of-Service

• Patient name

• Patient date-of-birth

- Time of arrival [left-to-right]: 'Time at pickup' and 'Time at dropoff'; and estimated or actual
- The **bold** item indicates the Schedule Anchor
- If arrival not yet occurred, the time is the estimate (ETA)
- If arrival already occurred, the time is the actual
- If blank or N/A, the transfer is not yet planned; EMS will manage it

- Count of transfers for the day, restricted to the selected count (see Filters)
- This example indicates 10 transfers for Wed Oct 06, but its truncated so only 2 are displayed

• Location for pickup

• Location for dropoff

• Status

Wednesday, October 6, 2021										10	
LogisIds-EDMO-1T1	1292725	08:00	NAT	John Mike Doe	22/01/1953	CROSS CANCER INSTITUTE (EDMONTON), 11560 UNIVERSITY AV NW - RT, EDMONTON, AB	UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5E2, EDMONTON, AB	08:21	08:27	6/7 ~ Arrived to Dropoff	
LogisIds-EDMO-1T6	1292803	09:00	NAT	Jane Mary Smith	19/05/1933	UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), 8440 112 ST NW - 5C2, EDMONTON, AB	CAPITALCARE - LYNNWOOD (EDMONTON), 8740 165 ST NW - UIT 2PP, EDMONTON, AB	09:00	10:03	3/7 ~ Moving to Pickup	

• Schedule: Requested Time

• Transfer Type

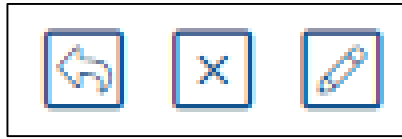
- Schedule: Anchor
- 2 types
- Pickup; up-arrow
- Dropoff; down-arrow; aka Appointment

• Click anywhere within any transfer to open its Transfer Detail page

- Change [left-to-right]: #1 create return transfer (Same-Day-Return); #2 cancel transfer, #3 edit transfer
- Some options may be disallowed; e.g., can't edit if transfer is in-progress (EMS unit was dispatched)



Transfer Change



Select time

Please set the time and date for the return

October 2021

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
39	26	27	28	29	30	01	02
40	03	04	05	06	07	08	09
41	10	11	12	13	14	15	16
42	17	18	19	20	21	22	23
43	24	25	26	27	28	29	30
44	31	01	02	03	04	05	06

19 : 43

New time Wednesday, Oct 6, 2021 19:43

Service Level Agreement for Return Transfer
//Request

Cancel Transfer LogisIds 68833

Please select a reason to cancel transfer?

Select reason

- Select reason
- Appointment to be rescheduled
- Patient's condition has changed
- Patient discharged
- Transport arranged by family
- Transferred to another site/department
- Patient deceased
- Duplicate booking
- Other

Edit the transfer | 68833

Pickup Location * Click to autofill: [My Facility](#) | [Patient Address](#) Apt/Room/Bed: 1ST FLOOR Extra info for pickup:

Department / Floor:

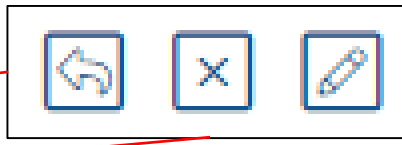
Dropoff Location * Click to autofill: [My Facility](#) | [Patient Address](#) Apt/Room/Bed: MAIN FLOOR Extra info for pickup:

Department / Floor:

Now Pickup Date: 06/10/2021 Pickup Time: 13 : 30

Comments:

Transfer Change



Create return transfer
(Same-Day-Return)

Cancel transfer

Edit transfer

Select time

Please set the time and date for the return

October 2021

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
39	26	27	28	29	30	01	02
40	03	04	05	06	07	08	09
41	10	11	12	13	14	15	16
42	17	18	19	20	21	22	23
43	24	25	26	27	28	29	30
44	31	01	02	03	04	05	06

19 : 43

New time Wednesday, Oct 6, 2021 19:43

Service Level Agreement for Return Transfer
_I/Request

Cancel

Submit Transfer Request

Cancel Transfer LogisIds 68833

Please select a reason to cancel transfer?

Select reason

- Select reason
- Appointment to be rescheduled
- Patient's condition has changed
- Patient discharged
- Transport arranged by family
- Transferred to another site/department
- Patient deceased
- Duplicate booking
- Other

Edit the transfer | 68833

Pickup Location * [Click to autofill: My Facility | Patient Address](#) Apt/Room/Bed Extra info for pickup

ROYAL ALEXANDRA HOSPITAL (EDMONTON), COMPUTED TOMO 1ST FLOOR

Department / Floor:

Dropoff Location * [Click to autofill: My Facility | Patient Address](#) Apt/Room/Bed Extra info for pickup

FORT SASKATCHEWAN COMMUNITY HOSPITAL (FORT SASKATCH MAIN FLOOR

Department / Floor:

Now Pickup Date 06/10/2021 Pickup Time 13 : 30

Comments

Close Accept

- There are 3 types of transfer change: create return, cancel, and edit
- If the transfer is in-progress (EMS unit was dispatched); then cancel and edit are not allowed
- Note that the edit dialog is a reduced form of the Transfer Request --- edit only the locations, schedule, or comment
- For any changes that I/Request disallows: call EMS for support as needed

Transfer List --- Kiosk



Wednesday, October 6, 2021

4

Logislds- EDMO-IT3 1296599	15:15 Pick-up Bed on hold	↑ UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), ORTHOPEDICS - 3F3, 8440 112 ST NW - 3RD FLOOR, EDMONTON, AB CAPITALCARE - GRANDVIEW (EDMONTON), 6215 124 ST NW - 132-2, EDMONTON, AB	15:18 16:14 6/7 ~ Arrived to Dropoff
Logislds- EDMO-IT3 1297314	17:30 Pick-up Discharge	↑ UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), EARS NOSE THROAT SURGERY - 3D4, 8440 112 ST NW - 3RD FLOOR, EDMONTON, AB CAPITALCARE - NORWOOD (EDMONTON), 10410 111 AV NW, EDMONTON, AB	17:11 18:12 1/7 ~ Created and Scheduled

Transfer List --- Kiosk

- Open the Kiosk with the “Kiosk” button in the Transfer List page
- The Kiosk displays mostly same information as the Transfer List page Transfers section (refer to earlier pages in this document for that information); the differences are that the Kiosk doesn’t display: Level-of-Service, patient information (name and date-of-birth)
- The Kiosk is for monitoring; it displays real-time info; it refreshes automatically (click the AHS logo at top-left to force refresh manually now)
- **Use the Kiosk to get real-time ETA for EMS and patient to your site**
- The Kiosk doesn’t provide access to filters nor to edit--- for these, return to the Transfer List
- The Kiosk uses the same filter applied in the Transfer List; to have a filter in the Kiosk, simply use the Transfer List to apply the filter and then open Kiosk

Wednesday, October 6, 2021				4
LogisIds- EDMO-IT3 1296599	15:15 Pick-up Bed on hold	↑ UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), ORTHOPEDICS - 3F3, 8440 112 ST NW - 3RD FLOOR, EDMONTON, AB CAPITALCARE - GRANDVIEW (EDMONTON), 6215 124 ST NW - 132-2, EDMONTON, AB		15:18 16:14 6/7 ~ Arrived to Dropoff
LogisIds- EDMO-IT3 1297314	17:30 Pick-up Discharge	↑ UNIVERSITY OF ALBERTA HOSPITAL (EDMONTON), EARS NOSE THROAT SURGERY - 3D4, 8440 112 ST NW - 3RD FLOOR, EDMONTON, AB CAPITALCARE - NORWOOD (EDMONTON), 10410 111 AV NW, EDMONTON, AB		17:11 18:12 1/7 ~ Created and Scheduled

- The Kiosk uses a separate browser tab/window --- to exit Kiosk, close it
- You can have multiple instances of Kiosk open, however there is no labeling so no way to distinguish them
- Click anywhere within any transfer to open the Transfer Detail page for the transfer --- this opens a new tab/window; to exit it, close it

Click anywhere within any transfer to open its Transfer Detail page

Transfer Detail

[← Back](#)[↶ Book Return](#)

Transfer Request Details LogisIds-EDMO-6T8 1297746

Transfer_Details

Transfer Type [Requested DateTime]	Pickup	Created	06/10/2021 17:12
Anchor:		Ready For Dispatch	
Date & Time	06/10/2021, 17:30	Dispatched	06/10/2021 17:19
		En Route	06/10/2021 17:45
		At Pickup	06/10/2021 18:02
		Transporting	06/10/2021 18:49
		At Destination	
		Available	
		Cancelled	
From Department	ROYAL ALEXANDRA HOSPITAL (EDMONTON), 10240 KINGSWAY NW - 54, EDMONTON, AB	To Department	ELK POINT HEALTHCARE CENTRE, ACUTE CARE, 5310 50 AV - MAIN FLOOR, ELK_POINT, AB
Note		Note	

Transfer Details

Working Diagnosis
Comments

Event Id: D21059145 1297746 (2658759).

Requirements

IFT SUB , NAT , IFT Matrix , BLUE 3 , Mobility ,
Stretcher , COVID-19_Screen_Negative , COVID-19

Name

Name Jane Smith
Phone 780-735-4111
Facility ROYAL ALEXANDRA HOSPITAL (EDMONTON)

Patient

First Name John Doe
Last Name
Date of Birth 25/09/1967
PHN/ULI 123456789
Out-of-Province Health ID
Gender Male
Weight (kg) 79
Height (cm)
Sending Physician
Receiving Physician

Attachments

 Pre-Transport Checklist (summary.pdf)

Transfer Detail

- Transfer details #1
- Transfer type, schedule, locations, status datetime

- EMS Unit Id
- The resource which is assigned to the transfer
- If blank, the transfer is not yet assigned, EMS will manage it

• Transfer Id

• Requestor

- Buttons: back and multiple items for transfer edit if applicable

Back Book Return

Transfer Request Details LogisIds-EDMO-6T8 1297746

Transfer_Details

Transfer Type [Requested DateTime]	Pickup	Created	06/10/2021 17:12
Anchor:		Ready For Dispatch	
Date & Time	06/10/2021, 17:30	Dispatched	06/10/2021 17:19
		En Route	06/10/2021 17:45
		At Pickup	06/10/2021 18:02
		Transporting	06/10/2021 18:49
		At Destination	
		Available	
		Cancelled	
From Department	ROYAL ALEXANDRA HOSPITAL (EDMONTON), 10240 KINGSWAY NW - 54, EDMONTON, AB	To Department	ELK POINT HEALTHCARE CENTRE, ACUTE CARE, 5310 50 AV - MAIN FLOOR, ELK_POINT, AB
Note		Note	

Transfer Details

Working Diagnosis
Comments
Event Id: D21059145 1297746 (2658759).

Requirements

IFT SUB , NAT , IFT Matrix , BLUE 3 , Mobility ,
Stretcher , COVID-19_Screen_Negative , COVID-19

Name

Name Jane Smith
Phone 780-735-4111
Facility ROYAL ALEXANDRA HOSPITAL (EDMONTON)

Patient

First Name John Doe
Last Name
Date of Birth 25/09/1967
PHN/ULI 123456789
Out-of-Province Health ID
Gender Male
Weight (kg) 79
Height (cm)
Sending Physician
Receiving Physician

Attachments

Pre-Transport Checklist (summary.pdf)

• Transfer details #2

- Transfer details #3
- Requirements, attachments, questionnaire entries, clinical details

• Patient

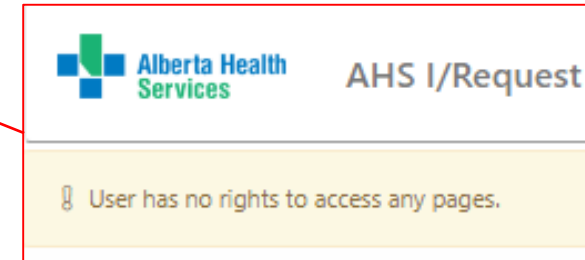
• Attachments (documents)

Definitions

- ETA = estimated-time-of-arrival
- Level-of-Service
 - NAT = Non-Ambulance Transport
 - BLS = Basic Life Support
 - ALS = Advanced Life Support
 - Wing-Fixed = Air Ambulance, fixed-wing aircraft (airplane)
 - Wing-Rotary = Air Ambulance, rotary-wing aircraft (helicopter)

Troubleshooting

- Log-on failed
 - Reload the page and try again --- NOTE: **reload the page using the link address**, not merely 'refresh' the page
- Log-on failed **persistently**
 - Contact AHS IT HelpDesk
- Upon log-on, page is mostly blank and with message "User has no rights to access any pages."
 - Log-on worked, but your account lacks access to I/Request (no I/Request **Role**)
 - Use IAM to request access --- iam.ahs.ca
- Why is "Will Call" option not available?
 - EMS requires specific or best-estimate info
- What if the patient return transfer time is unknown?
 - Provide an estimate. And when better information becomes available or the situation changes, please update the booking with the new time.
- Why is the 'Submit Transfer Request' button not working? (greyed-out)
 - The booking form is in-complete (check for a red-color indicator for any section) --- all 4 sections must be entered completely (refer to page 8)
- Why is the 'Pre-Transport Checklist' button not working? (greyed-out)
 - Same as previous
- I booked a Wait-And-Return: why is the Return transfer time much different than expected?
 - It was rescheduled --- alternatively: in the booking form, section '4. Transfer', option "Wait For Patient" (HH:MM) represents **duration** not time (refer to page 17)
- How to set my default [requestor] facility/department? Or, why is it not saved? Or, why was it reset?
 - Use IAM to set it (its based on your IAM profile, NOT your I/Request profile) --- if set it in I/Request, then it will be reset upon next log-on (refer to page 6 "User Profile")



AHS IT HelpDesk

1-877-311-4300

<https://www.albertahealthservices.ca/about/Page12928.aspx>