

I/Request

User Guide

Logis System

Highlights

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

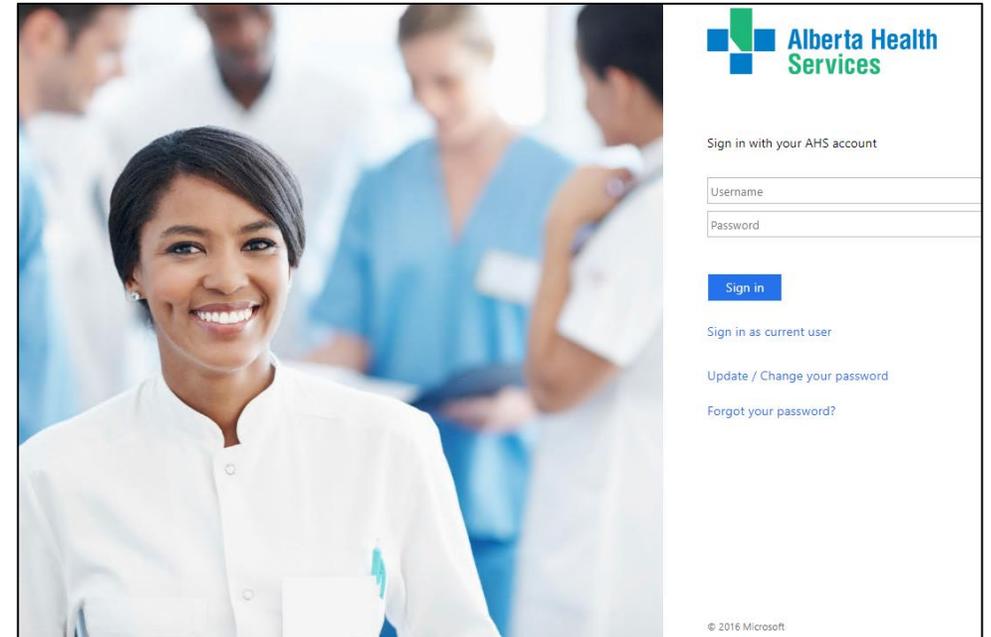
1. Definitions
2. Single Log on with AHS account
3. User-friendly interface
4. Connected to EMS Dispatch system
5. Dynamic scheduling tool
6. Self-service follow up
7. Troubleshooting
8. Frequently Asked Questions (FAQ)

Definitions

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

Booking TIPS

- To avoid having to change appointment times, it is highly recommended that the appointment and the online I/request form are booked at the same time.
 - Book the I/request transfer before 2359 hrs the day prior to the event or appointment
-



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 x Phone * 111-111-1111 x 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 X Level of Service NAT x 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 X Reset Filter Kiosk Items 1

Monday, November 1, 2021

LogisIds	Pickup	Level of Service	Location	Status
71997	10:00	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

Log-on

copy-paste



ahs.ca/emsirequest

Full link:

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

RED - If the **patient** has a **critical clinical condition**, requiring an **unscheduled emergent EMS response**, immediately call **RAAPID**:

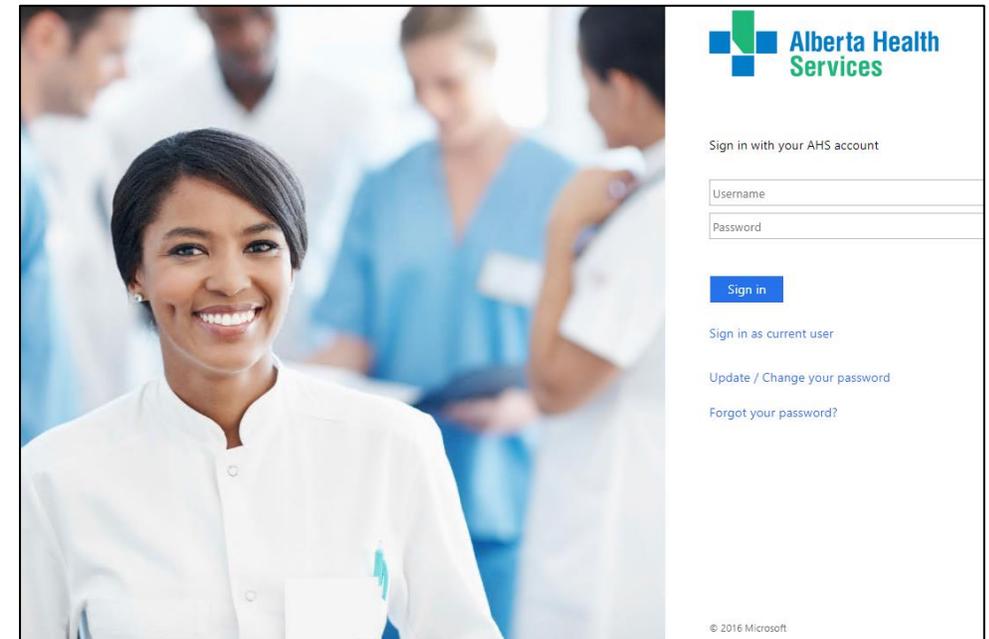
- **RAAPID North** (for patients north of Red Deer, Alberta)
1-800-282-9911
- **RAAPID South** (for patients in and south of Red Deer, Alberta)
1-800-661-1700

**Excludes Red events to support DI, Cath Lab, CT Scans

YELLOW- If the **patient** has a potentially **life-threatening clinical condition** **AND** requiring an **unscheduled urgent EMS response for higher or specialized care at another facility**, call:

- **IFT EMS line 1-877-661-8710**

**Log-on with your
regular AHS
username and
password**



Top Section

Three main pages:

1. Transfer Request - book/create a transfer
2. Transfer List - search and review transfers
3. Drafts - incomplete bookings



AHS I/Request --- If the patient is emergent/unstable/critical, IMMEDIATELY CALL RAAPID North 1-800-282-9911 or RAAPID South 1-800-661-1700 - -- new info here

 Anita Transfer

 Log off

Transfer Request 

 Transfer Request	 Transfer List	 Drafts (0)
1	2	3

Top Section Details

- 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



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

- User Profile
- Optional to 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

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

AHS I/Request --- If the patient is emergent/unstable/critical, IMMEDIATELY CALL RAAPID North 1-800-282-9911 or RAAPID South 1-800-661-1700 -- new info here

Anita Transfer Log off

Transfer Request

Transfer Request Transfer List Drafts (0)

- 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

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

The screenshot displays the 'Transfer Request' form interface. At the top, there are three navigation tabs: 'Transfer Request' (active), 'Transfer List', and 'Drafts (6)'. Below the tabs, the form is divided into four sections, each with a colored header bar and a right-pointing chevron:

- 1. Requestor** (green header): John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)
- 2. Patient** (red header)
- 3. Questionnaire** (red header)
- 4. Transfer** (red header): Thursday, Oct 7, 2021 10:00, Pickup

At the bottom of the form, there are four buttons: 'New Transfer Request', 'Save Draft', 'Pre-Transport Checklist', and 'Submit Transfer Request'.

Transfer Request

The screenshot shows a web interface for creating a transfer request. At the top, there are three navigation buttons: 'Transfer Request' (highlighted in yellow), 'Transfer List', and 'Drafts (6)'. Below these are four main sections, each with a heading and a summary area. The first section, '1. Requestor', is expanded and shows the text 'John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)'. The other sections are '2. Patient', '3. Questionnaire', and '4. Transfer'. At the bottom of the form, there are four action buttons: 'New Transfer Request', 'Save Draft', 'Pre-Transport Checklist', and 'Submit Transfer Request'. A vertical bar on the left side of the form contains colored indicators (red, green, yellow) corresponding to the validation status of each section.

Section heading

Section summary

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

- 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 * x Phone * x Organization *

Facility/Department *

3. Questionnaire

A. If the patient is emergent/unstable/critical, IMMEDIATELY CALL RAAPID North 1-800-282-9911 or RAAPID South 1-800-661-1700

Click the "?" link for more info (?)

B. Preparatory Items --- these items are for preparation and review

IMPORTANT: IFT for Medically Stable Patients --- click the "?" link for info (?)
Medically stable patients should be assessed using non-clinical transport criteria for alternative transport; e.g., family/community resources (AHS Policy PS-108)

Pre-Transport Checklist --- click the "?" link for info (?)
A checklist for the sending site, to help prepare before EMS arrival. This document is also accessible at the end of the booking.

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

Clinically Urgent Transfer
Potentially LIFE-THREATENING condition or a time-sensitive PALLIATIVE patient

Routine Transfer for Appointment ⓘ ?
Patient requires transport to a RECEIVING SITE facility for an appointment (consult, test, treatment) --- If Wait-And-Return: 'Wait For Patient' (in Transfer) must be DURATION (not time)

One-Way Transfer (not for appointment)
Patient is to be DISCHARGED from your site (sending facility) and then ADMITTED to another site (receiving facility or residence)

2. The Patient's care needs during the transfer

airway / oxygen (e.g., O2, *PAP, intubation, ventilation)
select the checkbox to see options

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 *

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 *

John Doe 

Phone *

111-111-1111 

Organization *

Alberta Health Services

Facility/Department *

CROSS CANCER INSTITUTE (CCI)

Transfer Request - Section 1: Requestor Details

- **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 cannot be changed

The screenshot shows a form titled '1. Requestor' with a dropdown arrow on the right. Below the title, the text 'John Doe, 111-111-1111, CROSS CANCER INSTITUTE (CCI)' is displayed. The form contains four input fields:

- Name ***: A text input field containing 'John Doe' with a clear 'x' button on the right.
- Phone ***: A text input field containing '111-111-1111' with a clear 'x' button on the right.
- Organization ***: A dropdown menu showing 'Alberta Health Services'.
- Facility/Department ***: A text input field containing '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')

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 *

Transfer Request - Section 2: Patient Details

- **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 *
yyyy-mm-dd

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

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 RAAPID North 1-800-282-9911 or RAAPID South 1-800-661-1700

Click the "?" link for more info [?](#)

B. Preparatory Items --- these items are for preparation and review

IMPORTANT: IFT for Medically Stable Patients --- click the "?" link for info [?](#)

Medically stable patients should be assessed using non-clinical transport criteria for alternative transport; e.g., family/community resources (AHS Policy PS-108)

Pre-Transport Checklist --- click the "?" link for info [?](#)

A checklist for the sending site, to help prepare before EMS arrival. This document is also accessible at the end of the booking.

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

Clinically Urgent Transfer

Potentially LIFE-THREATENING condition or a time-sensitive PALLIATIVE patient

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

Patient requires transport to a RECEIVING SITE facility for an appointment (consult, test, treatment) --- if Wait-And-Return: 'Wait For Patient' (in 'Transfer') must be DURATION (not time)

One-Way Transfer (not for appointment)

Patient is to be DISCHARGED from your site (sending facility) and then ADMITTED to another site (receiving facility or residence)

2. Schedule Considerations

The patient is ready now (select item)

Not used for Wait-And-Return

3. The Patient's care needs during the transfer

airway / oxygen (e.g., O₂, *PAP, intubation, ventilation)

select the checkbox to see options

infusions / IV (e.g., saline, heparin, D5W, meds)

select the checkbox to see options

cardiac monitoring/care (e.g., chest pain, ECG)

select the checkbox to see options

4. Mobility

(select one) --- click the "?" link for more info * [?](#)

Please select

5. Infection Prevention and Control (IPC)

General IPC *

Select one or more item(s)

COVID-19 *

Please select

6. Safety

the safety concerns are (e.g., mental health, psych)

select the checkbox to see options

7. 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

8. Multi-Patient Eligibility

Choose / Select Eligibility [?](#)

All patients are eligible for multiple-patient transport, unless excluded based on clinical criteria selected above, or specifically selected below. Select ? for more information

9. Workers Compensation Board (WCB)

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

10. Other

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

11. Transfer Type and Transfer Reason

Transfer Type *

Please select

Transfer Reason *

Please select

Transfer Request - Section 3: Questionnaire Details

3. Questionnaire

A. If the patient is emergent/unstable/critical, IMMEDIATELY CALL RAAPID North 1-800-282-9911 or RAAPID South 1-800-661-1700

Click the "?" link for more info (?)

B. Preparatory Items --- these items are for preparation and review

IMPORTANT: IFT for Medically Stable Patients --- click the "?" link for info (?)
Medically stable patients should be assessed using non-clinical transport criteria for alternative transport; e.g., family/community resources (AHS Policy PS-108)

Pre-Transport Checklist --- click the "?" link for info (?)
A checklist for the sending site, to help prepare before EMS arrival. This document is also accessible at the end of the booking.

***** 1. The Service (mandatory, select one) *****

Clinically Urgent Transfer
Potentially LIFE-THREATENING condition or a time-sensitive PALLIATIVE patient

Routine Transfer for Appointment (i) (?)
Patient requires transport to a RECEIVING SITE facility for an appointment (consult, test, treatment) --- if Wait-And-Return: 'Wait For Patient' (in 'Transfer') must be DURATION (not time)

One-Way Transfer (not for appointment)
Patient is to be DISCHARGED from your site (sending facility) and then ADMITTED to another site (receiving facility or residence)

2. Schedule Considerations

The patient is ready now (select item)
Not used for Wait-And-Return

3. The Patient's care needs during the transfer

airway / oxygen (e.g., O2, *PAP, intubation, ventilation)
select the checkbox to see options

infusions / IV (e.g., saline, heparin, D5W, meds)
select the checkbox to see options

cardiac monitoring/care (e.g., chest pain, ECG)
select the checkbox to see options

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

• Disclaimer

• If required, add more patient detail here

• Helpful info
• Tooltip or job aid document

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

• Transfer Reason is mandatory to select

4. Mobility

(select one) --- click the "?" link for more info * (?)

Please select

5. Infection Prevention and Control (IPC)

General IPC *

Select one or more item(s)

COVID-19 *

Please select

6. Safety

the safety concerns are (e.g., mental health, psych)
select the checkbox to see options

7. 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

8. Multi-Patient Eligibility

Choose / Select Eligibility (?)
All patients are eligible for multiple-patient transport, unless excluded based on clinical criteria selected above, or specifically selected below. Select ? for more information

9. Workers Compensation Board (WCB)

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

10. Other

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

11. Transfer Type and Transfer Reason

Transfer Type *
Please select

Transfer Reason *
Please 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 ▼

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

Type to search

Department / Floor: Please select ▼

Anchor **Pickup**

Now

Pickup Date * 25/10/2021 📅 Pickup Time * 08 : 36 ?

Comments

Transfer Request - Section 4: Transfer Details

- Location --- free-text search with auto-complete, select-list, and mandatory validation --- for facility/department (long-form or short-form name) or address --- if cannot 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

Now

Dropoff Date * 19/04/2023

Dropoff Time * 11 : 51

Wait-for-Patient Duration (HH:MM) 00 : 00

Duration (not time)

Transfer Request - Pre-Transport Checklist

****Pre-Transport Checklist is available in I/Request within 3. Questionnaire under B. Preparatory Items AND at the bottom of the transfer form****



Emergency Medical Services

Pre-Transport Checklist

What You Need to Know

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

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

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 Details

✓ Submit Transfer Request

- If the system **canNOT** accommodate your transfer, it may suggest an alternative date/time
- You may reject or accept it
- 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 * :

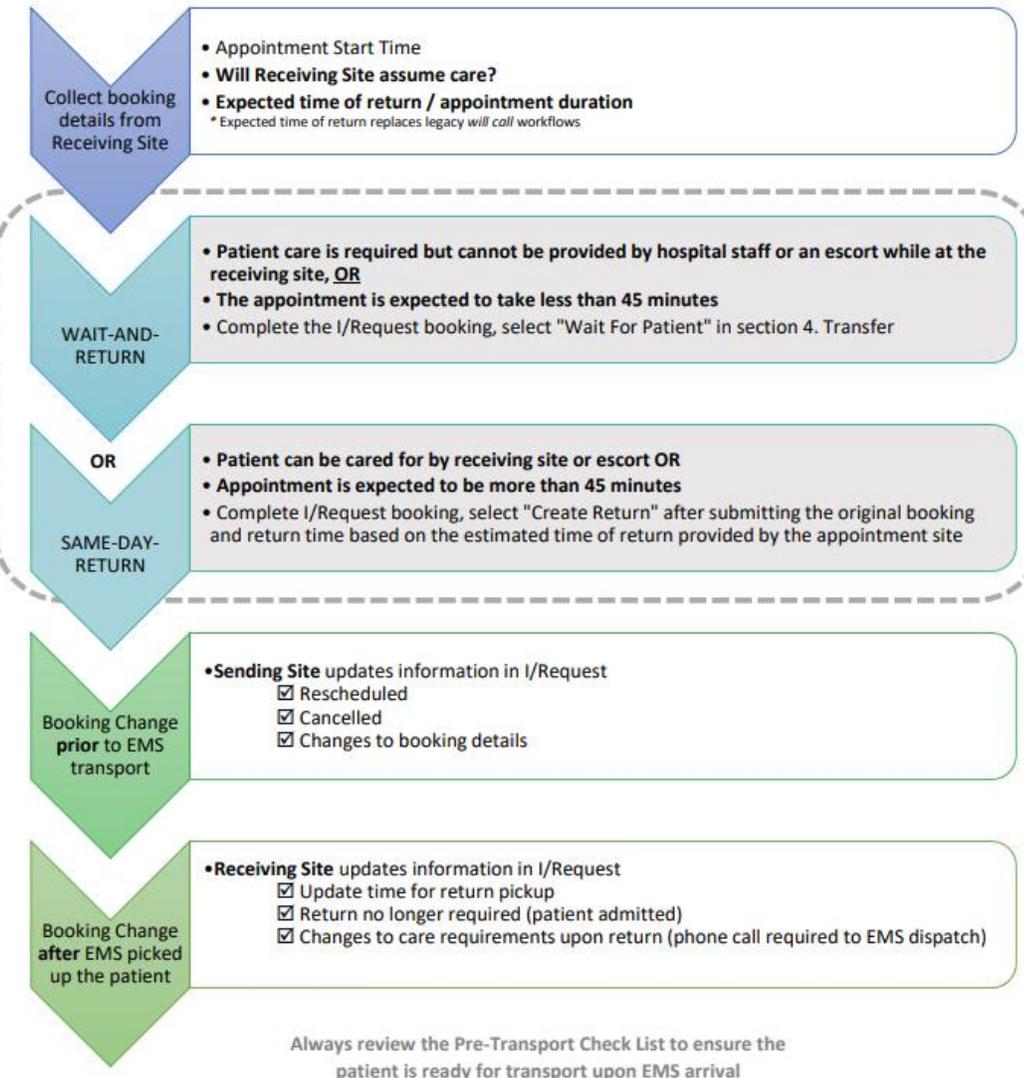
Dropoff Time * ?

Wait-for-Patient Duration (HH:MM) :

Same-Day-Return

EMS I/Request Return Scheduling Quick Guide

For patients who require EMS transport for a scheduled appointment and are expected to return by EMS within 24 hours



Transfer List

Transfer Request Transfer List Drafts (1)

From

Level of Service Status

Search

Department

Location

Transfer Type Items

Wednesday, October 6, 2021 10

Logislds-EDMO-IT1 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-IT6 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="Refresh"/>

Transfer List Details

- 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 does not refresh automatically), use the “Refresh” button to refresh manually

- The **KIOSK** displays transfers with **REAL-TIME INFO**; its dynamic (it refreshes automatically), but does not have Filters

The screenshot shows the 'Transfer List' interface. At the top, there are three tabs: 'Transfer Request', 'Transfer List' (highlighted with a yellow box), and 'Drafts (1)'. Below the tabs is a filter section with 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), and 'Transfer Type' (All). There are also buttons for 'Refresh' and 'Reset Filter'. A 'Kiosk' button is highlighted with a green box and labeled 'Kiosk'. Below the filter section is a table of transfers for 'Wednesday, October 6, 2021'. The table has two rows. The first row is for 'John Mike Doe' with a pickup time of 08:00 and status 'Arrived to Dropoff'. The second row is for 'Jane Mary Smith' with a pickup time of 09:00 and status 'Moving to Pickup'. A blue box labeled 'Filters' points to the filter section, and a red box labeled 'Transfers' points to the table. A 'Kiosk' button is also highlighted with a green box and labeled 'Kiosk'.

Wednesday, October 6, 2021		10
Logislds-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
Logislds-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

- 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	17/05/2022	12:00 AM	To	18/05/2022	11:59 PM	X	Level of Service	ALS X select	Status	Active	▲	👤	☎	✓	
Search	Search on id, facility name, or provider name						Department	CANADA DIAGNOSTIC CENTRES - OKOTOKS X Add a location						↑	↓
Location	search by pickup/dropoff location						Transfer Type	All	▼	Refresh	X Reset Filter	Kiosk	Items	10	▼

Transfer List – Filters Details

- 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

- Transfer Type
- Single-select list

- Refresh

- Reset

- Kiosk

- Pickup or Dropoff

- Facility or Department
- Multi-select list

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

- 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 Details

- 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

- Level-of-Service

- 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

- Day / Date

- Transfer Id

- Patient name

- Patient date-of-birth

- 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

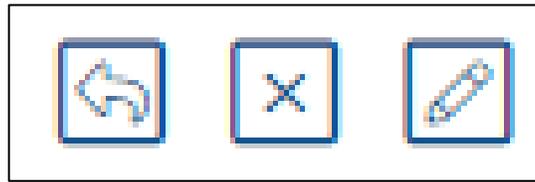
- Schedule: Anchor
- 2 types
- Pickup; up-arrow
- Dropoff; down-arrow; aka Appointment

- 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/Edits



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:

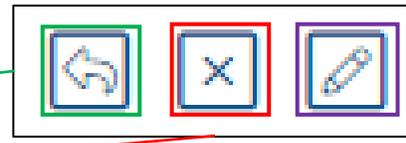
Dropoff Location * Click to autofill: [My Facility](#) | [Patient Address](#) Apt/Room/Bed: MAIN FLOOR Extra info for pickup:

Department / Floor:

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

Comments:

Transfer Change/Edit Details



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
_/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

Transfer Request



Transfer Request



Transfer List



Drafts (98)

From 09/06/2022 12:00 AM  To 10/06/2022 11:59 PM  

Level of Service

Status



Search

Department



Location

Transfer Type

 Refresh  X Reset Filter

Kiosk Items

09/06/2022 ASHLEY GABRIELLE CHAN, 17/11/1916		CAREWEST - COLONEL BELCHER (CALGARY)			
#92582 - NAT	<input type="text" value="14:06"/>	CAREWEST - COLONEL BELCHER (CALGARY), CONTINUING CARE SERVICES (NURSING HOME, LONG TERM CARE) - DOVER, 1939 VETERANS WY NW, CALGARY, AB	13:07 - 13:28	13:18	Planning in progress
09/06/2022 Anita Transfer	Dropoff , Appointment	TOM BAKER CANCER CENTRE (CALGARY), ONCOLOGY CLINIC (CANCER), 1331 29 ST NW - FL 2, CALGARY, AB	13:41 - 14:02	13:52	CALG-1T363



First Previous **1** Next Last

Transfer List – Details

- Use the filters to search for a transfer
- Transfers booked by you, should automatically show up in the transfer list
- This transfer list has patient identifying info., whereas if you click on the 'Kiosk' button, there is no patient identifying info

Kiosk to view list of transfers that has no patient identifying info for confidentiality; however, can see full info once clicked on

The screenshot displays the 'Transfer Request' interface. At the top, there are three tabs: 'Transfer Request', 'Transfer List', and 'Drafts (98)'. Below the tabs are several filter fields: 'From' (09/06/2022, 12:00 AM), 'To' (10/06/2022, 11:59 PM), 'Level of Service' (select), 'Status' (Active), 'Department' (CAREWEST - COLONEL BELCHER (CALGARY)), and 'Transfer Type' (All). There are also search fields for 'Search' and 'Location'. A 'Kiosk' button is highlighted with a green box. Below the filters is a table of transfer requests. The first row is highlighted and contains the following information:

Date	Patient Name	Transfer ID	Time	From Location	To Location	Time	Status	Notes
09/06/2022	ASHLEY GABRIELLE CHAN, 17/11/1916	#92582 - NAT	14:06	CAREWEST - COLONEL BELCHER (CALGARY), CONTINUING CARE SERVICES (NURSING HOME, LONG TERM CARE) - DOVER, 1939 VETERANS WY NW, CALGARY, AB	TOM BAKER CANCER CENTRE (CALGARY), ONCOLOGY CLINIC (CANCER), 1331 29 ST NW - FL 2, CALGARY, AB	13:07 - 13:28	13:18	Planning in progress

At the bottom of the interface, there are navigation buttons: 'First', 'Previous', '1', 'Next', and 'Last'.

Click anywhere within any transfer to open its Transfer Detail page

Transfer List - Kiosk



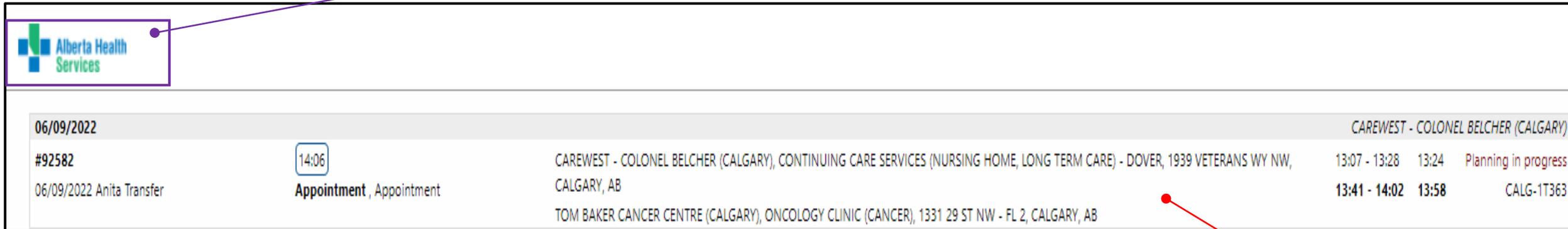
06/09/2022		CAREWEST - COLONEL BELCHER (CALGARY)			
#92582	14:06	CAREWEST - COLONEL BELCHER (CALGARY), CONTINUING CARE SERVICES (NURSING HOME, LONG TERM CARE) - DOVER, 1939 VETERANS WY NW, CALGARY, AB	13:07 - 13:28	13:24	Planning in progress
06/09/2022 Anita Transfer	Appointment, Appointment	TOM BAKER CANCER CENTRE (CALGARY), ONCOLOGY CLINIC (CANCER), 1331 29 ST NW - FL 2, CALGARY, AB	13:41 - 14:02	13:58	CALG-1T363

Transfer List – Kiosk Details (Monitoring)

- Open the Kiosk with the “**Kiosk**” button in the Transfer List page
- The Kiosk displays mostly the same information as the Transfer List page Transfers section (refer to earlier slides in this document for that information); the **differences are that the Kiosk does NOT 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 does not 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

Click on AHS logo to refresh screen



06/09/2022		CAREWEST - COLONEL BELCHER (CALGARY)			
#92582	14:06	CAREWEST - COLONEL BELCHER (CALGARY), CONTINUING CARE SERVICES (NURSING HOME, LONG TERM CARE) - DOVER, 1939 VETERANS WY NW, CALGARY, AB	13:07 - 13:28	13:24	Planning in progress
06/09/2022 Anita Transfer	Appointment, Appointment	TOM BAKER CANCER CENTRE (CALGARY), ONCOLOGY CLINIC (CANCER), 1331 29 ST NW - FL 2, CALGARY, AB	13:41 - 14:02	13:58	CALG-1T363

- The Kiosk uses a separate browser tab/window --- to exit Kiosk, close it
- Multiple Kiosk windows can be opened at one time; however, they will not have different labels
- Click anywhere within any transfer to open the Transfer Detail slide 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 Request Details

[← 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 Request Details

- 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

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

• Transfer Id

• Requestor

⏪ 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	

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	

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

Attachments
📎 Pre-Transport Checklist (summary.pdf)

• Transfer details #2

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

• Patient

• Attachments (documents)

Troubleshooting

1. Log-on failed

- Reload the page and try again --- NOTE: **reload the page using the link address**, not merely 'refresh' the page



2. Log-on failed persistently

- Contact AHS IT HelpDesk

3. 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

AHS IT HelpDesk - 1-877-311-4300
<https://www.albertahealthservices.ca/about/Page12928.aspx>

4. Why is “Will Call” option not available?

- EMS requires specific or best-estimate info

5. 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.

6. 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 9)
7. Why is the 'Pre-Transport Checklist' button not working? (greyed-out)
 - Same as previous
8. Why can't I click on any of the Questionnaire questions? (greyed-out)
 - If your patient is **NOT** emergent/unstable/critical patient, you may have accidentally selected the box in the A. If the Patient is emergent/unstable/critical section
 - Uncheck in the box for a regular transfer booking
9. 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 19)
10. 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 8 "User Profile")

Frequently Asked Questions (FAQ)

1. What is I/Request?

I/Request is the web-based application used to book non-urgent patient transport between AHS or contract health care facilities using Emergency Medical Services (EMS). I/Request will allow users to monitor, review, and edit transfers coming from or to their facilities or departments. This will help reduce call volume in the dispatch centres and facilities because facilities will be able to get the most needed information for themselves directly in I/Request.

2. Where can I find I/Request?

- Link: www.ahs.ca/emsirequest
- To sign-in, use your regular AHS username and password, this is your Active Director (AD) account.

3. Why can't I log on to I/Request?

If your sign-in attempt fails, then contact AHS IT HelpDesk at **1-877-311-4300** or <https://insite.albertahealthservices.ca/it/Page974.aspx>

4. Why is the main I/Request page mostly blank and displays the message, “User has no rights to access any pages”?

- After you sign-in, if you see this message, “*User has no rights to access any pages*”, then your account lacks a required role because your Identity and Access Management (IAM) request for access to I/Request is incomplete.
- Please ensure your IAM request for I/Request was submitted or if it was submitted, you may need to await approval by your selected approver.

Frequently Asked Questions (FAQ) continued

5. How do I book a transfer?

- For information about how to fill out the booking form, please review the I/Request training module on My Learning Link (MLL) for AHS sites and for non-AHS sites go to ahs.ca/IFT. In MLL, type in the search bar, irequest and this will bring up the learning module.
- **Note:** If the patient's condition is **EMERGENT / UNSTABLE / CRITICAL – IMMEDIATELY CALL- North Zone RAAPID-** (for patients north of Red Deer, Alberta) **1-800-282-9911** or **South Zone RAAPID-** (for patients in and south of Red Deer, Alberta) **1-800-661-1700**. This will allow RAAPID to triage RED and Urgent (Unstable) YELLOW patients for more appropriate clinical questions to provide the best response for these patients.
- I/Request bookings are **ONLY** for non-urgent transfers.

6. How far in advance can a transfer be booked?

Transfers can be booked up to a year in advance; however, currently only transfers booked up to 48 hours in the future can be planned. This means any transfers booked for more than 48 hours in the future will be accepted but not planned until they are within the 48-hour window.

7. What if I can't find the location (facility/department/address) for either the sending or receiving site?

- If you can't find the pickup or drop off location among the search results, then use the best/ closest match [or the community] and then also enter free text for the true address/location in the "Extra Info" box.

The screenshot shows a web form with the following fields:

- Dropoff Location ***: A dropdown menu with a location pin icon, currently showing "Peace River, Peace River, AB". Above the dropdown is the text "Click to autofill: My Facility | Patient Address".
- Apt/Room/Bed**: An empty text input field.
- Extra info about dropoff location**: A text input field containing "Actual Address: 1234 123 Ave Peace River AB".

Frequently Asked Questions (FAQ)

8. Where can I find a current list of attachments and what if the attachment I am trying to find is not listed?

- In the Questionnaire panel of the booking tool, “The Patient’s care needs during transport”, there are four options for patient attachments. Airway, Infusions/IV, Cardiac Monitoring/Care, and Other Care Requirements/Attachments. Check the box for any of them and a drop-down list is provided for each .
- If the attachment you are trying to find is not included in the list, it can be entered into the comment box on the Transfer panel.

2. The Patient's care needs during the transfer

airway / oxygen
Select one or more item(s)

infusions / IV
Select one or more item(s)

cardiac monitoring/care
Select one or more item(s)

other care requirements/attachments
Select one or more item(s)

9. How do I know that a section in I/Request has been completed?

The green indicator shows the section is complete. If there is a red indicator, more information is required for that section.

2. Patient
Bob, Bobbet, 123456655, Unknown, 1970-12-12

3. Questionnaire

Frequently Asked Questions (FAQ)

10. What if I need to add a return trip?

There are two types of returns that can be created.

i. Wait & Return:

If the appointment will be short (**less than 45 minutes**) or if EMS will be required to stay with the patient for the duration of the appointment/procedure (**hospital will not be taking over patient care or an escort cannot accompany the patient**), this will require a Wait and Return transfer.

Wait and Return transfers ensures that an EMS resource is dispatched that can remain with the patient for the duration of their transfer.

To create a Wait and Return, the appointment option must be selected in Section 1 of the Questionnaire, then select the “Wait for Patient” option on the Transfer panel under the requested time and enter the duration EMS will be expected to wait for the patient (or the duration of the appointment/procedure).

The screenshot shows a form with the following elements:

- Anchor: **Dropoff**
- Now
- Dropoff Date *: 07/07/2022
- Dropoff Time *: 13 : 44
- Wait-for-Patient Duration (HH:MM) 00 : 00

The 'Wait-for-Patient Duration (HH:MM) 00 : 00' option is highlighted with a red box.

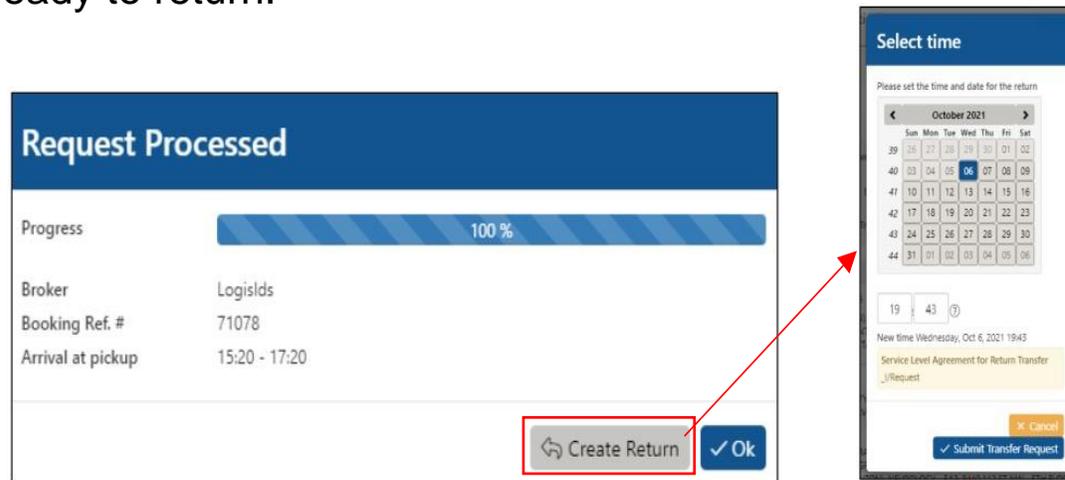
Frequently Asked Questions (FAQ)

10. Cont'd-

ii. Same Day Return

The other type of return is a Same Day Return, for situations where the hospital has assumed patient care and released the EMS resource to complete other work. The return booking should be scheduled for when the patient will be ready to return (e.g. when their appointment or procedure is completed).

A Same Day Return trip can be built from the pop-up window that appears after submitting a transfer, or a return can be built later from the saved transfer found in the Transfer List. It will be important to know when booking transfers in I/Request if the patient will be returning and if so, how long will the appointment/procedure take or what time they will be ready to return.



11. What if the patient's return time is unknown?

Provide an estimate. When better information becomes available or the situation changes, please update the booking with the new time.

Frequently Asked Questions (FAQ)

12. Why is “Will Call” no longer an option?

“Will Call” is no longer an option because it is important to plan for when patients are transferred and to ensure resources are deployed so that the system can maintain on-time performance. “Will Call” transfers have not been planned properly in the past and routinely disrupt the region’s IFT schedule. “Will Call” transfers can also be significantly delayed and cause disruptions in facilities as the system may not be able to accommodate a pickup once the patient is ready to be returned. By entering an estimated return time, the planner is better able to ensure all patients are accommodated, even if they are inaccurate or need to be adjusted. Without planning for the return, we could over commit EMS capacities and not have a resource to return a patient from an appointment.

13. Should anything be documented from the transfer booking?

When bookings are accepted and saved, a reference number is provided on the accepting popup window. This number can be used to search for the transfer in the Transfer List tab in I/Request. These numbers should be noted on the patient’s file/chart to be easily referenced if needed.

14. What is the transfer list?

The Transfer List is a tool to search for transfers, check a transfer’s status, add a return transfer, cancel a transfer, or edit a transfer. Regarding edits, only a subset of attributes can be changed in I/Request (only those displayed in the edit page). This tool is also used to access the Kiosk.

The Kiosk tool is a page which automatically updates to consistently display current/real-time information about transfers. Note that the Kiosk will only display the same transfers in the Transfer List (it uses the same filters). Also, it **does not** display sensitive patient information.

Frequently Asked Questions (FAQ)

15. Will I be able to see the status of transfers in I/Request?

Yes. Use the Transfer List, it displays the current status. If a resource is assigned, it will also display the pickup and drop-off time (these times are either an estimate/ETA or actual, depending on the status). Note that the Transfer List does not update automatically, use the “Refresh” button or alternatively, use the “Kiosk” button, which automatically refreshes to display real-time info.

16. Where can I find a booked transfer in I/Request?

Search/Filter transfers in the Transfer List in a variety of ways:

- Date/Time
- Facility/Department
- Search by ID number for a booking/transfer
- Search by patient name/ULI

17. Can changes be made to a transfer that is already in progress?

Some changes are disallowed if a transfer is already in progress by an EMS crew. If you are unable to make the required changes in I/Request facilities will need to call EMS dispatch through the IFT line in order to make these changes.