

**The Kettering Health Network
Transfer Call Center:**

*“Physicians and nurses tell me that the
24/7 transfer hotline is a great tool for them.
Our mission is to develop and deliver a
streamlined process for patient admissions
and transfers.”*

— Jodie Cremeans, RN
Manager, Kettering Health Network



Fort Hamilton Hospital

630 Eaton Ave
Hamilton, OH 45013

Grandview Medical Center

405 W Grand Ave
Dayton, OH 45405

Greene Memorial Hospital

1141 N Monroe Dr
Xenia, OH 45385

Kettering Medical Center

3535 Southern Blvd
Kettering, OH 45429

Soin Medical Center

3535 Pentagon Blvd
Beavercreek, OH 45431

Southview Medical Center

1997 Miamisburg-Centerville Rd
Centerville, OH 45459

Sycamore Medical Center

4000 Miamisburg-Centerville Rd
Miamisburg, OH 45342

24/7
(937) 762-1900
Transfer and Admissions Hotline



ketteringhealth.org

16KHN1116 ©2016 Kettering Health Network

TRANSFER CALL CENTER



ONE CALL PATIENT TRANSFER

Fast, easy access you can count on

The Kettering Health Network Transfer Call Center:

- 24/7 hotline for physicians and referring facilities – saves you time
- Call is answered by an experienced RN
- We manage the details for you
- Admissions/Transfers are expedited using our hotline

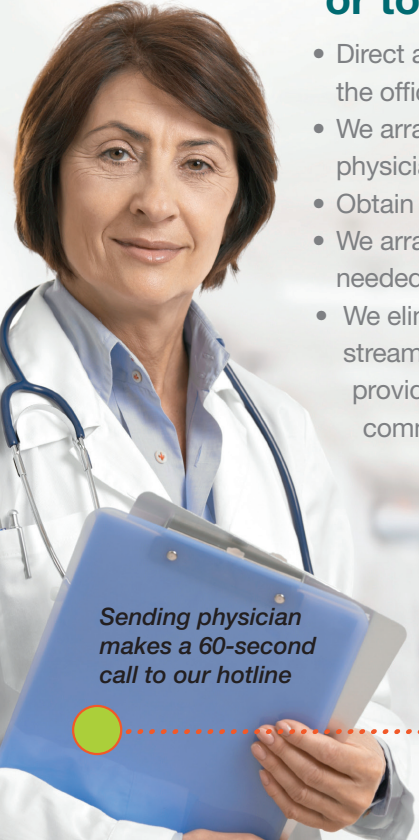
Our one number transfer hotline makes it easy for you to transfer your patients and saves you time.

We handle all the details and legwork for a smooth transition to Kettering, Sycamore, Grandview, Southview, Soin, and Greene.

One call, not multiple phone calls to multiple departments to transfer a patient.

**Call (937) 762-1900
or to: ext. 21900**

- Direct admit of a patient in the office
- We arrange for an accepting physician
- Obtain bed assignment
- We arrange for transport if needed
- We eliminate delays, streamline admissions, provide clear communications



Sending physician makes a 60-second call to our hotline

SENDING PHYSICIANS

60 Second Intake

Physicians make a 60-second call to our hotline with potential transfers. The RN will ask a few brief questions and will contact the appropriate member of Medical Staff for the requested hospital (Kettering, Sycamore, Grandview, Southview, Soin, Greene). After doctor to doctor communication and agreement to admit, the call center RN handles all details of the transfer.

This includes:

- Obtaining bed assignment
- Arranging for transport if needed
- Coordinating communication between facilities

ACCEPTING PHYSICIANS

Call center RN will inform you of the ETA, room or department destination, and provide the phone number of nursing unit receiving patient. We are available ANY time if you have questions or concerns about a particular transfer.



An RN will ask brief questions, contacts appropriate Medical Staff for requested facility and handles all details of transfer

My patient is in the ICU at a rural hospital south of Dayton and needs to be transferred for a higher level of care. **Can the Transfer Call Center assist? Yes!**

I am an ED physician at Sycamore. My patient has an acute neuro condition. I want to transfer the patient to Kettering Medical Center. **Can the Transfer Call Center help me?**

We can help you with that!

I am a cath lab nurse at Grandview. We were expecting a patient from Coldwater Hospital who we thought was arriving at 8 p.m. but it's 8:15 p.m. and he is still not here. **Can you help?**

Call us! We can make the appropriate phone calls and find out exactly where and when the patient is coming, and also make sure patient report is communicated to you from the sending facility.

I am a nurse at Greene Memorial Hospital and my patient needs to be transferred to the Cleveland Clinic, should I call the transfer call center? **Should I call the Transfer Call Center?**

The Kettering Health Network Transfer Call Center facilitates transfers into and throughout the network. We currently do not facilitate transfers out of the network, however we do have contact numbers for many other facilities respective access or call centers and can provide that information to you.