



## MTPS™

## MEDICAL TRANSFER PROTOCOL SUITE

Patient Transfer—Optimised

Are you fielding a large number of patient transfer calls? Medical Transfer Protocol Suite™ (MTPS™) streamlines the patient transfer process, guiding Emergency Dispatchers to identify the best transport vehicle, equipment, personnel, and facility based on the patient's condition. When responders receive the right information from the start they can optimise their resources and send the right help. And because MTPS is the only transfer product where billing codes can be confirmed at dispatch, it enhances return on investment for transfer providers.

We're able to gather more relevant patient information since the patient is already being cared for in a medical setting. One of the biggest pluses is the ability for the agency to determine what logistical questions are relevant for them.

Bryon Schultz  
Communications Quality Improvement Supervisor  
Emergency Medical Services Authority, Eastern Division

### WHAT ARE THE TRANSFER PROTOCOLS?

#### PROTOCOL 45

Specialised Unscheduled Up-Care Transports: Used when a patient is transported to a higher, more acute level of care

#### PROTOCOL 46

Scheduled Interfacility Transfers (Routine): Used when a patient is routinely transported to another facility with a similar level of care

#### PROTOCOL 47

Mental Health Transfers: Used when a patient with diagnosis or symptoms of mental illness is transported to a medical or support facility

### WHAT ARE THE BENEFITS OF MTPS?

- ENHANCED ROI with ICD codes confirmed at dispatch
- BETTER INFORMATION and better care for the patient
- LESS FRUSTRATION and more trust between agencies, responders, and providers
- LESS TIME ON TASK with more efficient transfer calls and responses
- QUESTIONS best suited for health care professionals

# Priority Dispatch



If you use Protocol 33 for your HCP calls, if you coordinate multiple levels of service (BLS, ALS, CCP, CCT, etc.), and whether your agency does a small percentage or a large percentage of inter-facility calls, these are the protocols for you. They work with just some effort at the front end.

Ronald R Shiner  
Communication Manager  
Sumter County, Florida East

## WHAT'S IN MTPS FOR ME?

### Agency Leaders

Leaders manage resources better and earn trust from responders and community care facilities.

### Emergency Dispatchers

Emergency Dispatchers work more confidently, asking the right questions and sending the right resources.

### Care Facility Staff

Staff answers fewer questions faster (to get back to the patient) and receives needed resources.

### Ambulance Providers

Providers benefit from better resource allocation, happier responders, and enhanced reimbursement.

## KEY FEATURES OF MTPS

1. ALS, BLS, Critical Care, and Neonate teams can be deployed
2. The ONLY transfer dispatch product that allows ICD Codes to be attached to dispatch codes
3. Local control with agency-selectable logistical questions, equipment, medications, facilities, and personnel
4. Handles Up-Care, Routine, and Mental Health Transfers