

# Your Call for Help... Answered



For patient transfer assistance, you will receive expert and expedited support from professionals dedicated to facilitating transitions with efficiency and comfort, 24 hours a day, 7 days a week.

## LIFE STAR Service



LIFE STAR offers specialized air medical transport care to Saint Francis Hospital and Medical Center. For a physician seeking patient transfer assistance, our Clinical Resource Coordinator will work with the LIFE STAR flight crew in coordinating a safe and efficient transfer.

# BestCare for a Lifetime<sup>SM</sup>



*Treating patients and families with kindness, skill and safety...*

*...every hour, every day.*

## Physician Transfer Service (860) 714-6911



**SAINT FRANCIS**  
Hospital and Medical Center  
114 Woodland Street  
Hartford, CT 06105-1299

# The Physician Transfer Service



**SAINT FRANCIS**  
Hospital and Medical Center



Every hour...every day...one call  
to "yes." (860) 714-6911

# Making the Right Call

The *Physician Transfer Service* offers a ONE-CALL process for referring physicians to transfer their patients to Saint Francis.

The service facilitates direct communication between referring physicians and specialists at Saint Francis. It reduces transfer times and enables patients to receive more timely specialty care through a streamlined transition.

Physician consultation and emergent transfers are accepted 24 hours a day, 7 days a week. This process applies to inpatient transfers as well as emergency department transfers.

*Urgent and non-emergent transfers are managed on a case-by-case basis.*

Members of the Saint Francis CRC team.



## How It Works

A highly skilled registered nurse functioning as the Clinical Resource Coordinator (CRC) will immediately take your call, obtain patient information, provide appropriate accommodations for the patient, assist with transportation arrangements, and facilitate physician-to-physician communication as needed.



## How To Access the Physician Transfer Service

For *Physician Transfer Service* referrals to Saint Francis 24 hours a day, 7 days a week, please call **(860) 714-6911**.

## Specialized Services Include:

- Trauma Care
- Orthopedic Care (including Hand and Spine 24/7)
- Cardiac Care (including acute Myocardial Infarction -STEMI and non-STEMI)
- Critical Care
- Neurosurgical/Neurological Care
- Certified Stroke Center.

Saint Francis is a regional referral center with **5 Centers of Excellence**, including:

- The Hoffman Heart and Vascular Institute - The largest open heart surgery center in Connecticut.
- The Saint Francis/Mount Sinai Regional Cancer Center
- Mount Sinai Rehabilitation Hospital
- The Connecticut Joint Replacement Institute (CJRI)
- Women's Health Services including:  
New Beginnings Family Birth Care Center/  
Comprehensive Breast Health Center