



PORTLAND AERIAL TRAM

Standard Operating Procedure Patient Users/Responsibilities

TRAM SOP03

Effective Date: December 14, 2007

Approved By: Portland Aerial Tram
Executive Management Committee

Revision Date: March 5, 2013

I. Purpose/ Rationale: The purposes of this SOP are to:

- A. Identify for OHSU staff and medical providers the circumstances when persons with health care appointments or otherwise accessing health care services at OHSU on the Marquam Hill Campus and/or the Center for Health & Healing (“OHSU patients”) should not use the Tram for transportation purposes;
- B. Identify the clinical emergency related equipment and supplies that will be located on the Tram or at the Tram terminals; and
- C. Identify various responsibilities of OHSU personnel and the Tram Operator regarding mobility devices and medical emergencies.

II. Scope: This SOP establishes requirements for persons involved in the delivery of health care at OHSU (including the Center for Health & Healing (CHH)) related to Tram use by OHSU patients. This SOP also includes requirements intended to address health care emergencies.

III. Specific Limitations and Requirements:

- A. **No Medical Transport:** The Tram is owned by the City of Portland and is not an extension of, or owned by, OHSU. The Tram is not a medical transport service. Because the Tram is a means of public transportation, in providing care to any OHSU patients at the OHSU Hospitals and Clinics, OHSU employees, faculty, students, trainees and volunteers do not transport or accompany patients on the Tram.
- B. **Assistance on Public Transportation:** Consistent with the public nature of the Tram and OHSU’s commitment to community service, OHSU employees, faculty, students, trainees and volunteers provide assistance to Tram users.
- C. **Advisability of Tram Use by an OHSU Patient:** *The Tram is an aerial transportation system which could, in rare circumstances, experience lengthy mid-line service interruptions or perhaps ultimately require mid-span evacuation.*

Therefore:

- 1. Inpatients of OHSU Hospital or Doernbecher Children’s Hospital are NOT to use the Tram. In extraordinary circumstances, the OHSU Executive Vice President may, at his or her discretion, approve an exception to the prohibition in the proceeding sentence.

2. Outpatients of OHSU Hospital, Doernbecher Children's Hospital, OHSU clinics and other providers:
 - a) **For any OHSU outpatient who has a clinical condition for which using the Tram poses a risk or is otherwise inadvisable (in the best judgment of their OHSU health care provider), the provider will notify the OHSU patient of this concern, and direct the OHSU patient to use ground transportation. Health care providers must note this recommendation in the patient's medical record.**
 - b) **The following are examples of circumstances or health care conditions that would make using the Tram inadvisable for an OHSU patient:**
 - (1) OHSU patient's known medical condition and/or side effects of known medications that would put the patient or other Tram users at risk; and
 - (2) OHSU patient's known condition creates the potential for his or her having unpleasant or injurious physical or psychological experiences when using the Tram, such as dizziness, sensitivity to heights or rapid change in elevation, motion sickness and vertigo.
 - c) **Patients with IVs (pumps and bags on poles) - The provider will assess the patient for appropriateness to travel via Tram. The provider practice will disconnect the infusion from the patient and ensure that the device is secure prior to Tram use.**
 - d) **Patients with Catheters and Urine Bags and Associated Devices -- The provider will assess the patient for appropriateness to use the Tram. The provider will assess the stable nature of the catheter and urine bag and associated devices and ensure that the device is secure prior to Tram use.**
 - e) **Patient Transportation Services may be available to assist outpatients to and from the Tram terminal as described in VI.C.11 and VI.D. 1 below.**
3. Tram Use with Direct Admissions from Center for Health & Healing to OHSU Hospital or Doernbecher Children's Hospital: The standards in III.C.2 above (Outpatient) apply to direct admissions from the Center of Health and Healing to OHSU Hospital or Doernbecher children's Hospital for planned or unplanned admissions.

IV. Equipment and Supplies for the Tram:

- A. **Tram Cabin:** The Tram Operator is responsible to ensure that the following equipment and supplies will be located in the cabins of the Tram at all times during Tram operation:
 1. Medical Emergency Response Guide;
 2. Public Access Defibrillator (PAD) and required quality procedures and checklist;
 3. Basic Life Support (BLS) –certified Cabin Attendant;
 4. Communication to Public Safety Dispatch (503-494-4444) (Refer to TRAM

SOP06 Incident Planning and Operations);

5. First Aid kit with bandages, etc. including air sick bags, gloves, air freshener, resuscitation barrier; and
6. Absorption pads/material and trash bags.

B. Equipment and Supplies at Lower Tram Terminal: The Tram Operator is responsible for ensuring that a Public Access Defibrillator (PAD) will be located at the lower Tram terminal at all times during Tram operation.

C. Emergency Response at Upper Terminal: The OHSU Code Team will respond to emergencies at the upper Tram terminal.

V. Resources for OHSU Patients about Tram Use:

The following are resources available to assist OHSU patients with questions about Tram use:

1. *Station Attendant:* During Tram operating hours, a Station Attendant will be located at or near the lower Tram terminal.
2. *CHH Welcome Desk:* During hours when the CHH is open (Monday – Friday only) for OHSU patient visits, personnel will be located at the CHH Welcome Desk, located on the first floor of the CHH.
3. *Patient Access Services Desk:* During the hours of 8:00 am – 4:30 pm M-F, personnel will be located at the Patient Services Access Desk adjacent to the upper Tram terminal.

VI. Responsibilities Related to OHSU Patient Tram Use:

A. Station Attendant Responsibilities:

1. For OHSU patients accessing the Tram at the lower terminal with questions about advisability to use the Tram, direct the patient to CHH Welcome Desk where the patient can contact their OHSU health care provider about any concerns; and

During times when the CHH Welcome Desk is not available to patients, see Philosophy/Protocol paragraph VI.A.5 below, and:

2. **Issue an OHSU Patient fare ticket;**
3. **Issue Family fare ticket(s), as one ticket validates up to five member(s), ages 7 or older (age 6 and under are free), of a patient's party;**
4. Contact Patient Transportation Services concerning OHSU outpatients who require assistance in transport from a Tram terminal to their next appointment or from an appointment to a Tram terminal.
5. **Philosophy/protocol for issuing OHSU Patient or Family Passes or granting Tram passage without the appropriate pass.**

- a. If a physician refers a patient to another OHSU clinic for an appointment *on the same day*, AND that appointment is on the opposite end of the Tram, the physician's staff can provide the patient and accompanying family members with a prepaid pass.
- b. Passes are prepaid, have value and are issued only for services provided on the same day. Passes are not issued to persons obtaining OHSU services on another day.
- c. Passes are not issued or to be used by OHSU staff as a replacement for a forgotten ID Badge
- d. The Tram is not a "Park & Ride" option. OHSU provides free parking on Marquam Hill for patients, as well as their family members. Parking at the CHH is for patients with scheduled appointments in that building.

B. Provider Responsibilities:

1. If an OHSU outpatient has been referred to the alternate campus for an appointment where Tram use is an option, review the patient's medical record for any conditions that make Tram transport clinically inadvisable;
 2. Communicate recommendation regarding Tram use to the OHSU patient;
 3. Document recommendation in the OHSU patient's medical record;
4. For OHSU outpatients intending to access the Tram from the lower terminal, instruct the patients to go to CHH Welcome Desk for information about Tram use; and
5. For OHSU outpatients intending to access the Tram from the upper terminal, instruct the patients to go to the Patient Access Services Desk or Reception for information on Tram use.

C. Patient Access Services Desk and CHH Main Reception Staff Responsibilities:

1. Provide OHSU patients with information about Tram use;
2. Inquire of the OHSU patient about whether or not they are comfortable using the Tram, and if they are not comfortable, instruct the patient about alternate forms of transportation;
3. Assist OHSU patients in contacting their OHSU providers with concerns about Tram use;
4. Communicate to the patient the availability of the Tram (or shuttle) as a means of travel;
 5. Issue an OHSU Patient fare ticket;
6. Issue Family fare ticket(s), as one ticket validates up to five member(s), ages 7 or older (age 6 and under are free), of a patient's party;
 7. Direct the OHSU patient to the appropriate Tram terminal for travel;
 8. Advise the OHSU patient about how to receive validation for parking as needed;

9. At the request of an OHSU outpatient, view or create an appointment at the CHH, the Marquam Hill Campus or an alternate OHSU location; and
10. Contact Patient Transportation Services concerning OHSU outpatients who require assistance in transport from a Tram terminal to their next appointment or from an appointment to a Tram terminal.

D. Patient Transportation Services Responsibilities:

1. Assist OHSU outpatients who are in mobility devices for transportation to and from upper and lower Tram terminals, to and from appointment destinations at OHSU or at the CHH.

E. Cabin Attendant Responsibilities:

1. Call 503-494-4444 if a medical emergency occurs on or about the Tram; and
2. Follow steps in the Medical Emergency Response Guide.

F. ASA Administration Responsibilities:

1. Complete the Quality Assurance Worksheet (QA) for a medical emergency on or about the Tram.



QUALITY ASSURANCE WORKSHEET: TRAM MEDICAL EMERGENCY

Date _____ Time _____ Location _____

Passenger Name _____ DOB _____

Nature of the Emergency _____

Outcome _____

LOCATION OF EMERGENCY

(check one)

Tram in Transit (to South Waterfront): _____ South Waterfront Tram Station: _____

Tram in Transit (to Marquam Hill): _____ Marquam Hill Tram Station: _____

RESPONSE / RESPONSE TIMES

Time 503-494-4444 was called _____

Did operator readily and appropriately respond? Yes _____ No _____

Explain, please: _____

Was CPR initiated? Yes _____ No _____ N/A _____

Time CPR initiated: _____ By whom: _____

Was Public Access Defibrillator (PAD) used? Yes _____ No _____ N/A _____

Time PAD used: _____ By whom: _____

Arrival Time of Emergency Medical Personnel: _____

Explain, please: _____

OTHER ISSUES

Were other problems encountered other than those mentioned, i.e.: confusion, too many people in the immediate area, etc?

Yes _____ No _____ Explain, please: _____

FAX COPY TO QUALITY MANAGEMENT 494-8492 THEN FORWARD TO APPROPRIATE DEPARTMENT DIRECTOR

SIGNATURE _____

CONFIDENTIAL: In accordance with ORS 41.675 relating to Quality Assurance, Teaching and Supervision of Medical Staff Physician