

What is Ticket to Ride (TTR)?

- Ticket to Ride form is generated from Epic and will be utilized to facilitate the handoff conversation between RN and transport/ Radiology Tech, Radiology Tech Aide prior to a patient's departure
- This handoff conversation serves as a cross check to determine if nurse assistance, oxygen, any other safety measures must accompany the patient during transport
- The form displays relevant clinical data from flowsheet – such as oxygen requirements, mobility, fall risk, etc.
 - **NOTE: RN is required to accompany patient if Level 1 Telemetry, Oxygen with a non-rebreather, or receiving a blood product.**

Who is responsible?

- Transporter/Radiology Tech Aide: Handoff conversation, confirmation TTR information is correct, and sign form
- RN/Clinical Staff: Handoff conversation, confirmation TTR information is correct, and sign form
- Unit Secretaries: Print TTR upon transport's arrival – if unit secretary is not available, the RN will print the form.

What is the process?

- Upon arrival to the unit, Transporter/ Radiology Tech Aide will check in with the Unit Secretary
- Unit Secretary will print the TTR form and direct Transporter/ Radiology Tech Aide to the RN
 - If patient's RN is not readily available escalate to the Charge Nurse.
 - If Charge Nurse is unavailable, cancel transport and notify your Supervisor.
- RN reviews TTR with Transporter/ Radiology Tech Aide – confirms patient name, destination, and transport requirements (O2, mobility, fall risk, restraints, etc.), and if nurse assistance is required.
 - If information on the form needs to be updated, RN will cross out outdated information, hand write current information, and RN and Transporter/ Radiology Tech Aide to initial
 - Note that Start/End Location and any transport requirements will need to be hand-written on Ticket to Ride if there was no Transport Request in the system at time of printing.
- Both RN and Transporter will sign the form confirming the conversation took place.
- This process is repeated upon arrival at the destination.

Non-Inpatient Units (i.e. Radiology, Cath Lab, Dialysis...)

- Upon arrival Transporter / Radiology Tech Aide checks-in with clinical staff, confirms patient name and transport requirements.
 - Transporter/ Radiology Tech Aide must announce themselves and wait for staff to have the handoff conversation before leaving the unit.
- Both Transporter/ Radiology Tech Aide and clinical staff sign the form confirming the conversation took place.
- Transporter/ Radiology Tech Aide files the TTR in the Transporter Logbook located on the unit to be utilized for the return trip.

Recommended Scripting

Handoff Conversation with Unit RN (Patient Pick Up)

- Transporter/ Radiology Tech Aide:
 - “Can you please cross check the information on the Ticket to Ride?”
- Nurse:
 - “Confirming patient is *<on 2L of oxygen and a Fall Risk>* and nurse assistance is *<not>* required for this transport.”
- Transporter / Radiology Tech Aide (repeat back):
 - “Confirming patient *<does not>* require a nurse to assist on this transport.”
 - For Tech Aid Transports: Tech aid will fill in pertinent information such as oxygen requirements, mobility, fall risk, etc.
 - Nurse and Tech Aid will initial pertinent information documented on Ticket to Ride form and sign.

Handoff Conversation with Unit RN (Patient Drop Off)

- Transporter/ Radiology Tech Aide :
 - “Confirming *<patient’s name>* returning from *<Ultrasound>*.”
- Nurse:
 - “Were there any changes or complaints from the patient reported to you?”
- Transporter / Radiology Tech Aide:
 - “No changes were reported.”

Arrival with Patient (Drop Off) in Ultrasound - Technologists are All Currently Engaged with Patients

- Transporter/ Radiology Tech Aide:
 - “Excuse me. Transport is here with a patient for *<Ultrasound>*.”
 - “Nurse is assisting.” *(as required)*
 - “Patient is on oxygen.” *(as required)*
 - “I will wait for handoff.”
- Technologist:
 - “Confirming transport for *<Ultrasound>*. I will be there for handoff in approximately *<ten>* minutes.”
- Transporter/ Radiology Tech Aide (handoff):
 - “Can you please cross check the transport details and sign the Ticket to Ride?”

Arrival for Patient (Pick-Up) in Non-Inpatient Unit

- Transporter/ Radiology Tech Aide:
 - “Transport is here for *<patient name>* transport to *<Kelemen 8 North>*.”

- Clinical Staff:
 - “Confirming <patient name> returning to <Kelemen 8 North>.”
 - “There have been <no> changes in transport requirements for this patient.”
 - “Note that patient <is a fall risk>.”

Frequently Asked Questions

- Q1: What do I do if the nurse refuses to sign the Ticket to Ride (TTR)?
 - A: Response – “The new Cooper policy requires a signed TTR for this transport.” If still refuse, call Dispatcher and await instructions.
- Q2: What do I do if no one knows how to print the TTR?
 - A: Tip Sheets on how to print the TTR is in the Transporter Logbook on the unit.
- Q3: What if there is no Unit Secretary available to print the TTR?
 - A: Proceed to the patient’s nurse and ask them to print.
- Q4: What do I do if there is only a floor Nursing Tech/ Technician available to perform the handoff?
 - A: You must wait for a nurse for the handoff conversation. If the delay exceeds, 5 minutes call Dispatch for instructions.
- Q5: What if there’s no TTR in the transporter log for a return trip?
 - A: Ask unit staff to print the TTR.
- Q6: What do I do if the nurse refuses to assist on transport?
 - A: Response – “The new Cooper policy requires nurse assist on this transport. Let me contact my Dispatcher for instructions.” ***Note* Oxygen flow rate alone is not a requirement for nurse assistance.**
- Q7: Do I need to wait for a handoff conversation in Ultrasound if nurse is assisting?
 - A: No. Have the assisting nurse sign in the arrival / clinician area and file TTR in logbook.
- Q8: What do I do with a signed TTR if the transport gets cancelled?
 - A: Write “cancelled” on TTR and place in Transporter Log on unit.
- Q9: How is this different from the TTR used for the Discharge Lounge?
 - A: The new Epic TTR will not be used on discharges. For the Discharge Lounge, the existing manual Ticket to Ride form will continue to be used.

Ticket To Ride

Admit, Reventics MRN:21012999 (Acct:10019158 CSN:1100062812)
(DOB:10/23/1995 29 y Female)

CUH 04SO

Attending Provider: (none)	Isolation: None Infection: None	Ht: — Wt: —	Admission Cmt: None
Allergies: Not on File	Code Status: Not on file		Principal Problem: None

Transport Information

(Job: Patient Transport [1233])

Start Location	CUH 04SO / S450 / DR	End Location	*MRI
Start Time	4/23/2025 12:00	Priority	Normal
Mode	Stretcher	Requirements	NPO Diet
Transporter	None	Comments	None

Policy:

- Oxygen tanks
 - Tanks must read 2000 PSI or more when transporting FROM an Inpatient Unit
 - Tanks must read 1000 PSI or more when traveling TO an Inpatient Unit
- A Nurse will travel with the patient during transport when the patient is:
 - On a non-rebreather
 - Receiving a level one telemetry monitoring
 - Receiving a blood product
 - Changing levels of care
- A Respiratory Therapist and Nurse will travel with the patient when the patient is:
 - On a mechanical ventilator or bi-pap machine
- A Security Representative will travel with the patient when the patient is:
 - In Four-Point Restraints
 - In the Psychiatric Holding Room in the Emergency Department
 - In the custody of law enforcement

Sign to confirm handoff conversation occurred	Print Name	Sign Name
1 Depart: Transporter		
2 Depart: Clinical		
3 Arrival: Transporter		
4 Arrival: Clinical		
5 Depart: Transporter		
6 Depart: Clinical		
7 Arrival: Transporter		
8 Arrival: Clinical		