

UPMC MedCall Transfer Process

As the advanced physician to physician resource for all aspects of referrals, patient transfers, and consults, MedCall seeks to support your needs. Callers can anticipate requests for the following information during the transfer/consult process:

Information Required to Initiate Transfer or Consult Request:

- Type of Call: Consult or Transfer
- Diagnosis
- Referring Facility
- Referring Physician Name
- Referring Physician Phone Number for Callback
- Patient Location
- Patient Location Phone Number
- Patient Name
- Patient Date of Birth
- Patient Gender
- Reason for Transfer/Consult
- Service Requested
- Is the patient hemodynamically unstable?
- Does the patient require a time sensitive/emergent procedure?

Additional Information Required to Finalize Transfer:

- COVID Status
- Insurance Type
- Has the patient been in a nursing home or long-term care facility in the last 14 days?
- Does the patient have COPD, asthma, cystic fibrosis, or interstitial lung disease?
- Would patient like their PCP to be notified of their transfer?
- ADA accommodations required?
- Insurance demographic information should be faxed to 412-647-7890

Questions subject to change based on needs of UPMC MedCall

To contact MedCall:

Adults: 412-647-7000

Children: 412-692-5000

UPMC
LIFE CHANGING MEDICINE

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