



Patient Transport Service

HEALTHCARE SOLUTIONS
BROCHURE



The average wait time for a behavioral health transport at U.S. hospitals is often measured in days rather than hours or minutes. As reported by the American College of Emergency Physicians (ACEP), an astonishing 70% of emergency room physicians report having behavioral health patients in transition for days at a time, with 50% of those patients in transition for two or more days in the emergency department due to a lack of transport resources and/or lack of psych bed availability. During these boarding times, there is an increased risk of workplace injuries when behavioral health patients spend more time in the emergency department than necessary, and an increase in bed turnaround time (TAT), which affects the bottom line of the facility's budget.

G4S understands how these significant issues affect patients and healthcare facilities, and we support the importance of providing discreet and respectful transportation services while ensuring the comfort and safety of patients and clients. Through our training, our staff learns how to interact with patients, how to recognize behavior indicators, and how to manage situations that may escalate. With the goal of making the patient feel comfortable, we ensure warm introductions, explanations about processes and vehicle features, and ongoing communication throughout the trip to encourage empathy and a commitment to the individual's recovery. Operationally, we design solutions that provide efficient and effective transportation services with target turnaround times of two hours or less. Combining our focused customer service levels with our measured efficiencies, healthcare facilities are able to quickly capture the many benefits our G4S transport services offer.

With a continued focus on safety, our transportation vehicles contain internet-enabled cameras. Cameras are remotely monitored from either the G4S Security Risk Operations Center or the hospital's monitoring center. The vehicles contain GPS and fleet management systems so that supervisors can monitor vehicles for speed, start stops, erratic driving and more.

Why Choose Us:

- Reduce risk to patients and staff
- Enhance quality of care and improve employee and patient/family satisfaction scores
- Quicker bed turnaround time
- Improve patient care with more timely access to x-rays, labs and other clinical procedures
- Enhance relationships with local law enforcement

The G4S Patient Transport Service assists healthcare facilities by improving the flow of behavioral health patients out of emergency departments and inpatient units into appropriate settings, resulting in improved safety, patient satisfaction, quality of care and a potential reduction in costs.

Reach out to us for a free consultation. Our healthcare safety and security experts will review your current state and work with you to develop a plan that optimizes existing security technology and resources, and outline a safer, more secure path forward to reduce your risk.