

November 15, 2008

For your information, CritiCall Ontario launches Connections

CritiCall Ontario has undergone a number of changes during the last year. We've moved location, restructured our organization to better align with the Local Health Integration Networks, introduced new technology into our Call Centre, and welcomed a number of new staff members. The goal of all of the changes we have made and will continue to make is to improve and enhance the services we provide so that we can better support patients in this province who require critical care and the physicians caring for them.

In keeping with our goal, we are introducing **Connections**, an information update for our stakeholders. You will receive Connections regularly, either in hard copy format from your Program Manager or electronically, to keep you updated on our activities, services and challenges. If you would like more information about anything you read in Connections, please speak to your Program Manager.

CritiCall Ontario introduces call recording

CritiCall Ontario is now recording all calls to and from its Call Centre. This is an important enhancement to the services provided by CritiCall Ontario since it allows for more comprehensive collection of patient information. It also brings us into compliance with the practices of other essential emergency services and protects physicians by providing a permanent record of the information exchanged to direct decision making.

The information may be used:

- To monitor quality as it relates to urgent and emergent patient consultation and referral
- For education and process improvement purposes within our Call Centre
- In a court of law as it is discoverable based on a subpoena

Recorded information will continue to be treated confidentially but will be easily retrievable in the event that it is required for the ongoing or future management of a patient's care.

Coming soon – Reports on the web

Within the next few weeks, you will be able to access Provincial Patient Transfer Reports, Provincial Referral Request Reports and Provincial Subspecialty Reports by visiting the Reports section of www.criticall.org. Once these reports are posted, they will no longer be mailed to you. You will be given a user name and password so that you can access the reports you require electronically at your convenience. As always, patient confidentiality is a priority and patient information will not be included in these reports.

If you require Hospital Referral Request Reports, Hospital Acceptance Reports, and Hospital Non Acceptance Reports, please speak to your Program Manager. Turnaround time for customized reports will be at least five to 10 business days. Your Program Manager will be meeting with you soon to provide a presentation of the new reports and discuss how you can use this information.

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Program Managers are a resource for you

CritiCall Ontario has Program Managers dedicated to working with hospitals within each of the province's Local Health Integration Networks. Your Program Manager is your link to CritiCall Ontario and is available to help you access and make the most of the services we provide. A complete list of our Program Managers and their contact information is included below for your reference.

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