

Physicians and designates can now call CritiCall Ontario

CritiCall Ontario is now taking calls from designates as well as the most responsible physician.

The following information will be collected by the Call Agent at the time of the call:

- Identity of the most responsible physician
- The hospital name, location and contact number
- Patient demographics (age, sex, area of residence, patient location in hospital e.g. ED, ICU)
- Patient clinical situation (diagnosis, CTAS level 1,2,3 or 4)

CritiCall will then notify the most appropriate consultant and connect the MRP with the consultant specialist to assess the patient's care requirements. For expedient service, it is imperative that the MRP seeking assistance is nearby and available for immediate consultation when the Call Agent calls back.

To help you better understand this expansion to our service, we have created a **Quick Guide** for your reference. The guide is available for download on the **"What's New"** section of www.criticall.org.

Making connections in neurosurgery

CritiCall Ontario, in partnership with the Ministry of Health and Long-Term Care and the Neurosurgical Expert Panel, is piloting the Emergency Neurosurgery Image Transfer System (ENITS). ENITS enables referring hospitals to share CT images remotely with consulting neurosurgeons to allow for more comprehensive consultations and improved access to neurosurgical resources.

As part of the overall provincial strategy to improve access to emergent neurosurgical care, CritiCall is also implementing a neurosurgical referral framework for Ontario. The goal of the framework is to ensure providers have access to 'specialist' consultation services so that decisions are driven by patient care needs, urgency and safety. It is also designed to keep patients as close to home as possible in the event that a transfer is required and to reduce unnecessary transfers and referrals to out of province facilities wherever possible.

The referral framework and ENITS are currently being piloted in several hospitals within LHINs 1, 2, 3 and 4. The pilot will be expanded to include all CT-equipped Ontario hospitals by the end of this summer. The framework is being embedded into our Call Centre protocols so the process is clear and consistent.

Extramural PCCRT Survey

Have you accessed the Extramural Paediatric Critical Care Response Team through CritiCall? If so, please take a few moments to complete a quick survey located on the **"What's New"** section of our website. Your feedback will help with the ongoing improvement of this program.

If you would like more information about anything you read in Connections, please call us at (289) 396-7000 or visit our website at www.criticall.org.