

## **Southwest LHIN Pilot Project for Emergent Neonatal Care Frequently Asked Questions**

### **Can I still call the London Health Sciences' Transport Team directly?**

If you call the London Health Sciences' Transport Team directly, you may be asked to call CritiCall Ontario at 1-800-668-4357. In an emergency, your call will be processed as it always has been. The Team will continue to monitor the line and pick up messages as per usual process. The intent of routing calls through CritiCall Ontario is to provide a more streamlined and direct process for physicians who need help with their patient.

### **What if my patient needs to be sent somewhere other than London for care?**

CritiCall Ontario will work with you, the consulting physicians and other physicians and transport teams as required, locating the resources your patient requires, and helping to facilitate the transfer.

### **What role does CritiCall Ontario play in the transfer of patients?**

CritiCall Ontario will facilitate contact between physicians who need assistance with a patient and neonatal transport teams. It is up to the physician and the transport team to arrange transportation.

### **Why is this service available only to the Southwest LHIN?**

This is currently a six-month pilot project focused on hospitals in and that refer to the Southwest LHIN. The objective is to determine if this change in practice will lead to an improved process for physicians and patients. CritiCall Ontario will provide an evaluation of the pilot to The Provincial Council of Maternal Child Health at the end of six months.

### **What is the major change related to this pilot?**

The London Transport Team transports both neonatal and paediatric patients. Physicians who need to utilize this service have been confused about how to access the resources they need. The pilot is designed to ensure the Transport Team is used as effectively as possible by directing calls through CritiCall Ontario so that they can be routed first for appropriate consultation with either a Paediatric Intensivist or a Neonatologist. From there, those involved in the bridge call can determine if transport is required and where the patient should be sent. **The most important change is for the physician in the community hospital who will now only have to make one phone call.**

Since the Extramural Paediatric Critical Care Response Team (ExPCCRT) is already in place provincially for paediatric calls, any possible extension of this program to the rest of the province would represent a change in the way physicians access support for critically or seriously ill neonatal patients. Instead of contacting the Neonatal Transport Teams immediately, physicians would contact CritiCall Ontario first and engage in a consultation with a Neonatologist or Paediatric Intensivist to determine the best course of action for the patient, which may or may not include transport.