

CritiCall Ontario and Southwest LHIN partner on six-month pilot to assist physicians caring for critically or seriously ill paediatric and neonatal patients

CritiCall Ontario and the Southwest Local Health Integration Network (LHIN) are partnering on a six-month pilot project to provide physicians in the LHIN and who refer to the LHIN with **one number to call for assistance caring for critically or seriously ill neonatal or paediatric patients.**

How the process will work:

- Physicians who need assistance call CritiCall Ontario at **1-800-668-4357**.
- The physician is connected with a Call Agent and asked several questions to determine the type of specialist required for consultation (either a Paediatric Intensivist or a Neonatologist).
- If a paediatric consultation is required, the physician will be connected to an intensivist through the Extramural Paediatric Critical Care Response Team (ExPCCRT) bridge line (as per existing CritiCall Ontario protocols); if a neonatal consultation is required, CritiCall Ontario will use a dedicated neonatal bridge line to connect the physician to a neonatologist at London Health Sciences/St. Joseph's Health Care London.
- Once the physician and appropriate intensivist are connected, they work together to make decisions about the best course of action for the patient. This could include sending a transport team to retrieve the patient or providing care management advice over the phone so the patient can stay at the community hospital.
- If transport is required, the receiving/consulting physician will contact the appropriate transport team to arrange transport; patient management advice will continue to be available from the consulting intensivist until the transport team arrives.

This pilot is designed to streamline the process for physicians in the Southwest LHIN and who refer to the Southwest LHIN so they can receive advice and support in a timely manner. It will also help to ensure that a consultation occurs before any decision is made about whether or not the patient requires transfer. This is to help limit the number of unnecessary patient transfers and ensure transport resources can be used as effectively as possible.

Please share this information so that it is readily available to all staff and physicians involved in emergency care for neonatal and paediatric patients, including staff in Birthing Centres, Special Care Nurseries, NICU's, and Emergency Departments. **A poster is also attached for use within your hospital so that everyone is aware of the pilot and the phone number is readily available.**

For more information, please contact Leanne Yonev at (289) 396-7010 or email Leanne.yonev@criticall.org.