

CritiCall Ontario Call Centre Support Guide



CritiCall Ontario assists hospital-based physicians caring for patients who require care beyond the hospital's resources. Our scope is urgent, emergent and life or limb threatened patients.

Here's how our process works:

- **Physician or their designate calls CritiCall Ontario at 1-800- 668- 4357 (HELP)**
- **The caller will be asked to provide the following information in the order below to support efficient facilitation:**
 1. Hospital site, city/location
 2. CPSO number of the most responsible physician
 3. Case urgency ('Life or Limb' or 'Urgent and Emergent')
**If the case does not fit the above scope or is a specialty not facilitated by CritiCall Ontario, the referring physician will be advised to contact their regular referral hospitals/care providers directly*
 4. If the patient is intubated
 5. The patient's location within the hospital (e.g. ED, ICU, etc.)
 6. Contact number for the referring physician
 7. Provisional Diagnosis of the patient
** Note: This may prompt further diagnosis related questions – see Appendix A on Page 3: Additional Diagnosis and Specialty Questions*
 8. Patient OHIP number
**If the patient does not have a valid Ontario Health Card, patient name and date of birth will be asked)*
 9. Designate name and title if applicable

After the above information has been provided, the Call Agent will contact the appropriate specialist for a telephone consultation with the referring physician.

Consultations are not provided to designates.

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Important

- Call Agents do not relay clinical information between physicians
- The referring physician must be available for consultation when CritiCall Ontario calls back with a specialist
- Once connected for consultation, the physicians will discuss patient condition and management

Cases Accepted for Transfer

Life or Limb

If the patient is confirmed Life or Limb and transfer is required, the Call Agent will facilitate transport coordination by contacting Ornge or the Central Ambulance Communication Centre (CACC) directly. **Note: *physicians will be required to answer additional transport related questions for these cases.***

Urgent or Emergent

The sending facility is responsible for arranging transport by contacting the transport provider directly for cases that are not confirmed Life or Limb.

For more information go to www.criticall.org

Appendix A: Additional Diagnosis and Specialty Questions

Specialty	Diagnoses	Questions
Cardiac Surgery	All Cardiac Surgery related diagnoses	1. Has a CT been completed and available on ENITS?
Burns	All burn related diagnoses	1. What areas of the body are affected by the burn?
Neurology	Ischemic Stroke	1. Has a CTA been completed and available on ENITS? 2. Time of Onset?
Trauma	All Trauma related diagnoses	1. What is the mechanism of Trauma? 2. Time of Injury?
Neurosurgery-Spinal	All Brain related diagnoses	1. What is the GCS score of the patient? 2. Has a CT been done and available on ENITS? 3. Has an MRI been done and available on ENITS?
	All Spine related diagnoses	1. Has a CT been done and available on ENITS? 2. Has an MRI been done and available on ENITS?
Obstetrics	All Obstetrical related diagnoses	1. Is the patient in active labor? 2. What is the gestational age of the baby (weeks and days)?
Orthopedics	All Orthopedic related diagnoses	1. Is there vascular compromise?
Neonatology	All Neonatal related diagnoses	1. What is the gestational age of the baby (weeks and days)? 2. What is the weight of the baby in grams?
Vascular Surgery	All Vascular Surgery related diagnoses	1. Has a CT been completed and available on ENITS?
Nephrology	Kidney/Renal - Acute Failure/Acute Emergency Dialysis	1. What is the diagnosis related to? <ul style="list-style-type: none"> • Sepsis/Septic Shock • Multi Organ Failure • Drug Toxicity • Other