

One Number to Call (ONTC)



Transport Coordination for Confirmed Life or Limb Adult Patients

Referring Hospitals:

- Contact CritiCall Ontario at **1-800-668-4357 (HELP)** for all urgent and emergent consultations
- If your patient is **Confirmed Life or Limb** by the consulting physician, the CritiCall Ontario Call Agent will:
 - ✓ Ask you the current Public Health Screening Questions
 - ✓ Obtain a Medical Transport number for your patient
 - ✓ Contact Ornge or Central Ambulance Communication Centre (CACC) to arrange transport based on the ONTC algorithm or your instructions

Note: Physicians can request to override the suggested transport provider and CritiCall Ontario will contact the preferred transport provider

- ✓ Inform you of the transport provider's estimated arrival time
- ✓ CritiCall Ontario or Ornge may contact you to determine transfer crew requirements and/or to request an escort if necessary

Note: if your patient is not Confirmed Life or Limb but does require transport, referring hospitals must continue to contact the transport provider directly to make arrangements

ONTC is a collaborative initiative designed to streamline access to emergency health services in Ontario by providing a single point of contact for Emergency Departments and other referring physicians to obtain coordinated consultation and transport services for their life or limb threatened patients.

For more information, please visit www.criticall.org

Note: The MOH Life or Limb policy requires hospitals to implement a process for paging physicians that will identify a provisional Life or Limb cases separately from other pages and informs physicians to contact CritiCall Ontario directly (pg. 10)

Hospital process when responding to a request for Moderate Surge:

Taking the steps below when contacted by CritiCall Ontario for a Critical Care Moderate Surge Response in effect for the region:

- Notify your Hospital CEO/Delegate that a region-wide surge response is in effect
- Provide them with CritiCall Ontario teleconference details
- Notify the critical care team (Medical and Nursing Director) and ask them to complete the Partner Hospital Reporting Template prior to joining the conference

Additional Details:

- All calls initiated and received by CritiCall Ontario are time stamped
- This data is shared with hospitals, Ontario Health, Emergency Medical Services, Critical Care Services Ontario and the MOH to inform performance measurement and resource management. (e.g., the time of the call to switchboard is documented as the time the physician is paged and used to evaluate system responsiveness.)
- If the physician does not respond to 1-800-668-4357, CritiCall Ontario will contact the hospital switchboard to request a second page according to the chart below:

| Case Type | Time to 2nd Page |
|-----------------------|------------------------------------|
| Trauma/Stroke | 5 -7 minutes |
| Life or Limb Declared | 10 minutes |
| Urgent/Emergent | 15 minutes |

- If there is no response to the second page, CritiCall Ontario may request alternate contact numbers for the physician prior to contacting the next most appropriate hospital and specialist.

For More Information

If you have any questions regarding CritiCall Ontario or our processes in contacting hospital switchboards, please contact the CritiCall Ontario Client Relations & Education Team. Further information is available on our website at www.criticall.org