

Adult Transport Guidelines for Physicians & Hospitals



When does CritiCall Ontario Coordinate Transport?

If the patient is confirmed Life or Limb and transfer is required, the Call Agent will coordinate transport by contacting Ornge or the Central Ambulance Communication Centre (CACC) directly.

Note: The referring/sending hospital is responsible for coordinating transport for cases that are not confirmed as Life or Limb.

The following questions to the referring physician will be asked :

1. Does the patient require more than saline at 100 cc per hour during transport?
Yes or No
2. Does the patient require mechanical ventilation during transport? Yes or No
3. Is the patient at risk of deteriorating during transport and may require specialized intervention? Yes or No

Determining Method of Transport:

Our system will calculate the distance and driving time between the referring and accepting hospitals. Based on the transfer distance and the responses to the patient condition questions above, our system will recommend the appropriate method of transportation, as outlined in the table below.

Category	Distance	All Responses are No	At least One Response is Yes
Short Distance Transfers (SDT)	Less than 50 Km	CACC	• CACC if Hospital Escort is Available* • Ornge if No Hospital Escort is Available*
Medium Distance Transfers (MDT)	50- 150 Km	CACC	Ornge
Long Distance Transfers (LDT)	Greater than 150 Km	Ornge	Ornge

**If applicable, the referring hospital will be asked if a clinical escort is available*

Confirmation of Transport Type:

The referring physician is asked if they accept or would wish to override the recommended method of transport.

Additional steps following transport type confirmation:

Public Health Questions (Ornge & CACC)

Questions:

1. Does this person have a new or worsening cough?
2. Is the person feeling feverish or had shakes or chills in the last 24 hours?
3. Does the person have a headache, sore throat, muscle pain, abdominal pain, vomiting or diarrhea?

CACC Transfer Type:

Questions:

1. Is the patient ready now?
2. Are they cooperative?
3. Is there a non-clinical escort present e.g. family member?
4. What kind of equipment is required enroute – drop down list?
5. Is there a valid DNR?
6. Does the patient require any isolation protocols?
7. Does the sending facility have any respiratory or enteric outbreaks?
8. Does the person have any headache, sore throat, muscle pain, abdominal pain, vomiting or diarrhea?

PTAC (Provincial Transfer Authorization Centre) number is shared with the Referring Hospital. CritiCall Ontario will call local CACC, provide the PTAC number and coordinate transport. Once available, the estimated ETA is provided to the sending and receiving hospital.

Ornge Transfer Type:

The PTAC number is generated and sent electronically to Ornge. CritiCall Ontario connects the nurse from the referring hospital with Ornge, where they discuss the transport details. If the transfer request cannot be accommodated due to resource availability, CritiCall Ontario will coordinate with CACC instead. Ornge will determine whether the transport will be by land or air.

For more information, please contact the CritiCall Ontario Client Relations Team at clientrelations@criticall.org.