

Using CritiCall Ontario’s New Call Centre Telephone System

CritiCall Ontario has a new telephone system in its provincial Call Centre. The system enables callers to immediately identify the reason for their call and related urgency by selecting from an automated menu.

| First Level Menu Options | | Second Level Menu Options | |
|--|--------------------|---|--------------------|
| <i>If your call is to:</i> | <i>Select</i> ↓ | <i>Select from the following choices after initial selection:</i> | <i>Select</i> ↓ |
| Request access for a new patient/case | 1 | <ul style="list-style-type: none"> • For Life or Limb cases • For urgent or emergent cases • To return to the main menu • To repeat the options | 1 2 3 * |
| Respond to a call or page from CritiCall Ontario | 2 | <ul style="list-style-type: none"> • For Life or Limb cases • For urgent or emergent cases • To return to the main menu • To repeat the options | 1 2 3 * |
| Initiate Surge Capacity Management Process or request access to the Provincial Ventilator Stockpile | 3 | <ul style="list-style-type: none"> • Hold the line for the next available Call Agent | |
| For any other reason | 4 | <ul style="list-style-type: none"> • Hold the line for the next available Call Agent | |

Important Information:

- All calls to CritiCall Ontario’s Call Centre must be made to **1-800-668-4357 (HELP)**.
- Depending on the recipient’s telephone provider, calls from CritiCall Ontario may display as **“Unknown”**.
- **Hospital Switchboards** should continue to direct physicians to return calls to CritiCall Ontario by calling **1-800-668-4357** and indicate if the call is **“Life or Limb.”**

For more information about CritiCall Ontario or our services, please visit our website at www.criticall.org or call us at (289) 396-7000.