

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**

Please 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