

## Repatriation of Ontario Patients – A Guide for Hospitals

CritiCall Ontario is a one number to call, 24/7 emergency consultation and referral service for hospital-based physicians in Ontario caring for urgent or emergent patients who require care beyond the hospital's resources. Although CritiCall strives to find care for patients as close to home as possible, in some cases, it is necessary to refer patients outside of Ontario to another province or even the United States so they can receive the care they require as quickly as possible.

Patients who are referred out of Ontario for emergency medical care through CritiCall Ontario will be returned to Ontario for the remainder of their care as soon as possible. **CritiCall will oversee repatriation of the patients it sends out of province or out of country with the goal of returning patients to Ontario hospitals as soon as they are deemed medically stable and can be safely transported.**

The following information is intended to help health care providers understand the repatriation process as well as their own roles and responsibilities.

### The Repatriation Process

CritiCall Ontario will initiate contact with the hospital where the patient is receiving care within 48 hours of the patient's arrival.

CritiCall Ontario's Repatriation Agent will work directly with the patient's Case Managers to determine the following:

- Has the patient's emergent health care issue been addressed?
- What are the patient's care requirements related to the initial medical emergency or other medical issues that may have become apparent during the treatment process?
- Is the patient medically stable for transport?

Using this information, CritiCall Ontario will:

- Locate a hospital within Ontario as close as possible to the patient's home with the resources necessary to address the patient's current care needs (this can include ongoing acute care, rehabilitation, etc.)
- Contact the Case Manager with details about where the patient will be going for the remainder of his or her care and the timing of the transfer.

### Transport Arrangements

1. Transport arrangements are made by the hospitals involved in the repatriation process.
2. In the event that the patient is well enough to be discharged directly from the out of country facility or expires while outside of Ontario, it will be up to the patient and/or the patient's family to arrange transportation back to Ontario.

CritiCall Ontario functions as a liaison between hospitals. Case Managers and others directly responsible for the patient's care are responsible for keeping patients and their families informed about the care process, including expectations related to discharge timing and transport back to Ontario. If you have questions about the status of a patient's return to Ontario or the repatriation process, please contact the CritiCall Ontario Repatriation Agent, at 289-396-7003 for more information.