

Hospital Redirect Status



Process for Requesting Temporary Redirect Status for Your Hospital or Program

1. **Requirements for Requesting Redirect for CritiCall Ontario Transfers:**

Circumstances that may require redirect transfer requests:

- a. Planned infrastructure/equipment downtime for maintenance or repairs that limit diagnostic or procedural services needed to meet the patient care needs;
- b. Unplanned infrastructure/equipment downtime for maintenance or repairs that limit diagnostic or procedural services needed to meet the patient care needs;
- c. Other plant or infrastructure failures that would impede timely delivery of needed patient care services;
- d. Excessive and persistent demands over a short timeframe that would:
 - i. result in the receiving centre operating beyond their moderate surge capacity (occupancy > 115%)
 - ii. result in an unacceptable delay in care and/or impact on patient outcomes
- e. Health Human Resource Challenges that impact ability to safely meet care requirements

Engagement of key subject matter experts to review the clinical and risk-based rationale for diversion to ensure all mitigation strategies have been employed is essential. (eg: EVPs, Chief Nursing Executive, Chiefs of Staff, Medical Directors and/or Division Heads of specialty services)

2. Requesting Redirect for CritiCall Ontario Transfers:

To request a temporary Redirect for their hospital or program, Ontario hospitals must:

Call a meeting with the following:

- Ontario Health Regional Lead
- The CEO/VPs of hospitals affected by the redirect
- Any other impacted partners

If the decision is made for Redirect:

- Notification **must** be provided by the Hospital Chief Executive Officer or a senior level Vice President.
- Notification to all impacted partners by email and telephone if applicable, of the redirect, including the reason, impacted services, timelines and any other pertinent details including interim contingency plans.
- Include the name, title and contact information for the staff member who will be primarily accountable for answering questions or managing issues for the duration of the redirect.
- All affected parties are responsible for sharing the information with others within and outside of their organizations as may be applicable.
- The affected hospital must advise all impacted partners as soon as the situation resolves, and normal business processes resume.

3. Process for Working With CritiCall Ontario During Redirect

- Email notification as described above, must be sent to CritiCall Ontario's Executive Director, Medical Director, and Call Centre Manager as listed below:
 - Isabel.hayward@criticall.org
 - Desmond.bohn@criticall.org
 - Julie.gordon@criticall.org
- Contact CritiCall Ontario's Call Centre at **1-800-668-4357** and ask to speak to the Admin On-Call and relay the details of the Redirect.

During the time of redirect, CritiCall Ontario will follow the process below:

- CritiCall Ontario will continue to contact the on-call physician at the hospital to facilitate consultations. More than 50 percent of consultations do not require transfer and the consultation is still a valuable resource to referring physicians.
- Physicians on-call at the affected hospital are accountable for continuing to respond to requests to provide consultations.

If after consultation, the patient requires transfer and the impacted hospital continues to be unable to accept the patient, CritiCall Ontario will document the outcome appropriately and follow the defined process for the required specialty.

The Life or Limb policy will continue to be followed.

The affected hospital is responsible for notifying CritiCall Ontario and all impacted partners of any changes during the time of redirect and when the redirect is no longer required.