

Guidelines for Physicians & Hospitals



When to Call CritiCall Ontario

- If your hospital has an urgent or emergent patient who requires care beyond your hospital's resources, call CritiCall Ontario at **1-800-668- 4357 (HELP)**

A CritiCall Ontario Call Agent Will:

- Collect basic patient information from the **physician or a designate**
Note: the physician or designate must clearly express **the urgency of the case, including whether it is Life or Limb**
- Use the Provincial Hospital Resource System (PHRS) inventory to determine where the required resources are available and to contact a physician specialist to provide a consultation

Note: consultations are provided by on-call specialists working in Ontario hospitals and are not employed by CritiCall Ontario

- Facilitate a physician-to-physician telephone consultation so the physicians can work together to make clinical decisions about the patient's care

Note: Call Agents do not relay clinical information between physicians

- Effective December 9, 2015, assist with transport coordination **for Confirmed "Life or Limb" cases only**

Case Type/ Issue	CritiCall Ontario Contact Guidelines and General Support
Life or Limb Cases MOH/Region Requirements	<u>Contact CritiCall Ontario first if:</u> <ul style="list-style-type: none"> • the patient requires emergent care within 4 hours (Life or Limb); or • MOH or Region required use of CritiCall Ontario
Urgent Cases	<u>Contact CritiCall Ontario if:</u> <ul style="list-style-type: none"> • the patient needs urgent care within 24 hours and the physician is unable to make arrangements outside of CritiCall Ontario for the patient's care

<p>Non-Urgent Cases/On-Call Coverage</p>	<p><u>Use existing agreements and contact partner hospitals directly for:</u></p> <ul style="list-style-type: none"> • non-urgent or non-emergent issues (e.g., closed extremity fractures)
<p>Transport</p>	<p><u>CritiCall Ontario will facilitate transport coordination for:</u></p> <ul style="list-style-type: none"> • Confirmed “Life or Limb” cases only (CritiCall Ontario will collect additional information from the physician or designate and contact ORNGE or CACC directly) • For all other/Non Confirmed Life or Limb cases: the sending physician is responsible for arranging transport by directly contacting the transport provider(s) <p>CritiCall Ontario Associate Medical Directors</p>
<p>CritiCall Ontario Associate Medical Directors</p>	<ul style="list-style-type: none"> • CritiCall Ontario Associate Medical Directors are employed by CritiCall Ontario to provide assistance with case facilitation. They do not generally provide clinical consultations.

For more information, please visit our website www.criticall.org or contact the CritiCall Ontario Client Relations Manager for your region.