

## Transfers to the USA



### When CritiCall Ontario Transfers Patients to the USA

#### **When to call CritiCall Ontario**

If your hospital has a **Life or Limb** patient contact CritiCall Ontario at **1-800-668-HELP (4357)**.

#### **When does CritiCall refer to the United States?**

When referring and consulting physicians determine that a patient must receive emergent care within the next 4 hours (Life or Limb) and the resources the patient needs are not immediately available and accessible (possibly due to geography or transport) within Ontario. CritiCall Ontario will facilitate contact and acceptance with the Ministry of Health approved Out of Country hospital.

#### **Once it's determined the patient will be sent to a hospital in the USA, what happens next?**

CritiCall Ontario will fax a patient-specific "Prior Approval Application for Full Payment of Insured Out Services" form to the sending facility for addition patient information. **The completed form must be faxed to CritiCall Ontario at 1-905-388-6377 and to the Ministry of Health at 1-866-221-3536 or (613) 536-3181.** It is important to note that prior approval on an emergency basis can only be obtained through CritiCall Ontario and that CritiCall Ontario does not approve payment.

#### **If we send directly to the USA without using CritiCall Ontario, is our hospital responsible for the costs?**

If your hospital sends directly across the border without CritiCall Ontario facilitation or prior approval from the Ministry of Health, you may be responsible for payment (including transportation and medical costs). CritiCall Ontario is not involved in billing or payment collection. For more information, contact OHIP out-of-country services at: 1-888-359-8807 or visit [www.health.gov.on.ca](http://www.health.gov.on.ca)

## **What if a patient doesn't have OHIP coverage?**

If the patient **does not have a valid Ontario Health Card Number or is from outside of Ontario**, the patient and his or her family should be informed that they will have to pay expenses out of pocket, through their own provincial health insurance or private health care insurance.

## **What identification do patients and staff require for crossing the Ontario border?**

It is the sending hospital's responsibility to ensure the patient and staff (including physicians, nurses, respiratory therapists and anyone accompanying the patient) have the necessary travel documents. As passport or an enhanced driver's license is recommended.

For more information about crossing the border with patients into the USA, contact the United States Department of Homeland Security or visit its website at:

<http://www.dhs.gov/index.shtm>

## **When does the patient come back to Ontario?**

CritiCall Ontario will facilitate repatriation (bringing patients back to Ontario) of patients transferred out of country if CritiCall Ontario was involved with the initial transfer. Out-of-country repatriation will be initiated by CritiCall Ontario within 48 hours of patient transfer. When the patient is medically stable, CritiCall Ontario will work with the USA hospital to determine the patient's care requirements and then attempt to locate a hospital with the necessary resources within Ontario and as close to the patient's home community as possible that can accept the patient. The most appropriate Ontario hospital will be expected to admit within 48 hours of notification.