

## A Quick Guide for Physicians Calling CritiCall Ontario

**CritiCall Ontario assists hospital-based physicians caring for urgent or emergent patients who require care beyond the hospital's resources.**

### Here's how the process works:

1. Physician or a designate calls CritiCall Ontario at **1-800- 668- 4357 (HELP)**
2. The physician or designate will be asked for:
  - Their name
  - The name and CPSO (College of Physicians and Surgeons of Ontario) number of the most responsible physician
  - Hospital site and city/location
  - Contact phone number
3. The physician or designate will be asked to provide the following patient information:
  - Name, age (if over 18), date of birth (if 18 or under), gender, weight
  - Health Card Number
  - Current location of the patient within the hospital
  - Initial (working) diagnosis and several diagnosis specific questions
  - If the case is considered "Life or Limb"
  - If other sites or physicians have been contacted prior to calling CritiCall Ontario
4. Once the above information has been collected, the Call Agent will immediately begin contacting an appropriate specialist for telephone consultation:
  - The referring physician seeking assistance must be available for immediate consultation when CritiCall Ontario calls back (**Note:** *Call Agents do not relay clinical information between physicians*)
  - During consultation, the physicians work together to determine how best to care for the patient
  - If through consultation, the patient is confirmed "Life or Limb," the CritiCall Ontario Call Agent will facilitate transport coordination by contacting Ornge or the Central Ambulance Communication Centre (CACC) directly (**Note:** *physicians will be required to answer additional transport related questions for these cases*)
  - CritiCall Ontario or Ornge may contact the sending hospital to determine transfer crew requirements and/or request an escort
  - For all other/non confirmed Life or Limb cases that require transfer, the sending physician is responsible for arranging transport by directly contacting the transport provider.

**For more detailed information, please refer to our CritiCall Ontario HELP Sheets  
or visit [www.criticall.org](http://www.criticall.org).**