

Repatriation of Ontario Patients A Guide for Patients and their Families

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. This process is called "repatriation."

The following information is intended to help patients and their families understand how this process works as well as their own roles and responsibilities. CritiCall Ontario is a liaison between hospitals and does not communicate directly with patients or their families. Please refer any questions about the repatriation process to the hospital Case Manager.

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 will work directly with the patient's Case Managers at the hospital to determine:

- if the patient's emergency health issue has been addressed
- the patient's ongoing health care requirements (for example, does the patient still require a high level or care, access to rehabilitation services, etc.)
- if the patient is medically stable and ready for transport back to Ontario

Using this information, CritiCall 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

Medical Coverage

It is very common for patients who are receiving care outside of Ontario to have questions about medical insurance and other expenses. Detailed information regarding out of province emergency medical coverage is available by visiting the Ministry of Health and Long-Term Care's website at www.health.gov.on.ca or by calling 1-866-532-3161.