



# Help Sheet

Connecting physicians, resources and care 1-800-668-HELP

## CritiCall Ontario Guidelines for Physicians and 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  MOHLTC/LHIN Requirements	<b>Contact CritiCall Ontario first if:</b> <ul style="list-style-type: none"> <li>• the patient requires emergent care within 4 hours (Life or Limb); or</li> <li>• MoHLTC or LHIN required use of CritiCall Ontario</li> </ul>
Urgent Cases	<b>Contact CritiCall Ontario if:</b> <ul style="list-style-type: none"> <li>• 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</li> </ul>
Non-Urgent Cases/On-Call Coverage	<b>Use existing agreements and contact partner hospitals directly for:</b> <ul style="list-style-type: none"> <li>• <b>non-urgent or non-emergent issues</b> (e.g. closed extremity fractures)</li> </ul>
Transport	<b>CritiCall Ontario will facilitate transport coordination for:</b> <ul style="list-style-type: none"> <li>• <b>Confirmed "Life or Limb" cases only</b> (CritiCall Ontario will collect additional information from the physician or designate and contact ORNGE or CACC directly)</li> <li>• <b>For all other/Non Confirmed Life or Limb cases:</b> the sending physician is responsible for arranging transport by directly contacting the transport provider(s)</li> </ul>
CritiCall Ontario Medical Associates	<ul style="list-style-type: none"> <li>• CritiCall Ontario Medical Associates are employed by CritiCall Ontario to provide assistance with case facilitation. They do not generally provide clinical consultations.</li> </ul>

For more information, please visit our website [www.criticall.org](http://www.criticall.org) or contact the CritiCall Ontario Client Relations Manager for your region.