

## 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
<b>Life or Limb Cases</b>  <b>MOH/Region Requirements</b>	<u>Contact CritiCall Ontario first if:</u> <ul style="list-style-type: none"> <li>• the patient requires emergent care within 4 hours (Life or Limb); or</li> <li>• MOH or Region required use of CritiCall Ontario</li> </ul>
<b>Urgent Cases</b>	<u>Contact CritiCall Ontario if:</u> <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>

<p><b>Non-Urgent Cases/On-Call Coverage</b></p>	<p><u>Use existing agreements and contact partner hospitals directly for:</u></p> <ul style="list-style-type: none"> <li>• <b>non-urgent or non-emergent issues</b> (e.g., closed extremity fractures)</li> </ul>
<p><b>Transport</b></p>	<p><u>CritiCall Ontario will facilitate transport coordination for:</u></p> <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>
<p><b>CritiCall Ontario Associate Medical Directors</b></p>	<ul style="list-style-type: none"> <li>• CritiCall Ontario Associate Medical Directors 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.