



Quick Access Guide

Welcome to the Ornge Quick Access Guide. This document makes important information readily available to healthcare providers who use Ornge services.

The QR codes in this document and related website addresses bring you to the official and most up to date information on Ornge's patient transport services.

For questions or concerns relating to this document, please e-mail info@ornge.ca.

This document was produced in July, 2022. A digital version is available to view or download at www.ornge.ca.

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Book a Transport

Are you transferring a patient with Ornge? To provide high quality care to patients and a quick booking process, please ensure you read and complete the checklist before contacting our Operations Control Centre.

NOTES



Scan the QR code above
for details on what you need to know.

If using a desktop computer, please
visit:

www.ornge.ca/book

Levels of Care

Ornge and our Standing Agreement Carriers have three levels of care available to transport patients including Primary Care Paramedics, Advanced Care Paramedics and Critical Care Paramedics.

To learn more about the differences in scope of practice and level of care, please visit our website.



Scan the QR code above to learn more about our levels of care and related scopes of practice.

If using a desktop computer, please visit:
www.ornge.ca/levelofcare

Preparing a Patient for Transport

The transport medicine environment is challenging. To carry out the transport safely, your patient may need interventions prior to transport that would not be performed if the patient remained in your hospital.

NOTES



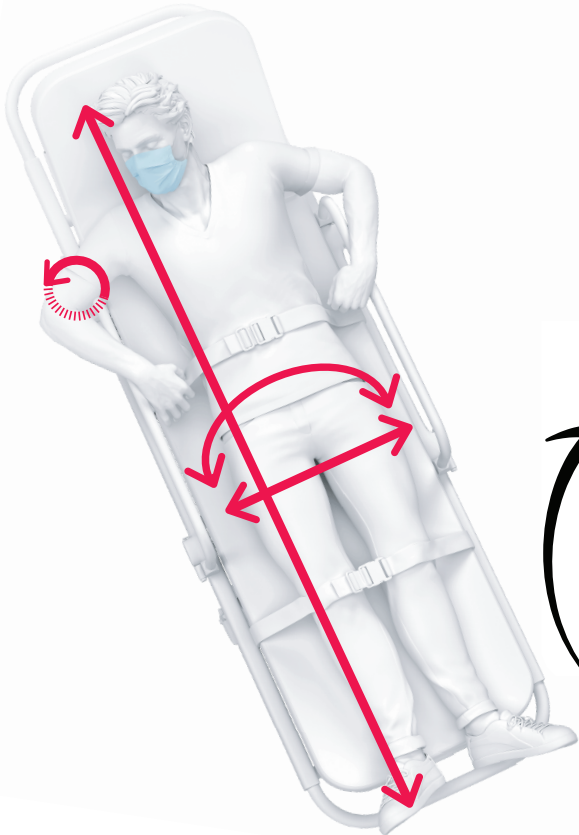
Scan the QR code above to review how to minimize the time the Ornge crew needs to prepare your patient for transport.

If using a desktop computer, please visit:
www.ornge.ca/prepare

Patients Over 110KG

Some patients require additional time, logistics or equipment to be safely transported by Ornge.

For patients with a weight of 110KG or more, additional measurements are required including the widest point, girth, height and arm circumference. Please have measurements available in centimetres.



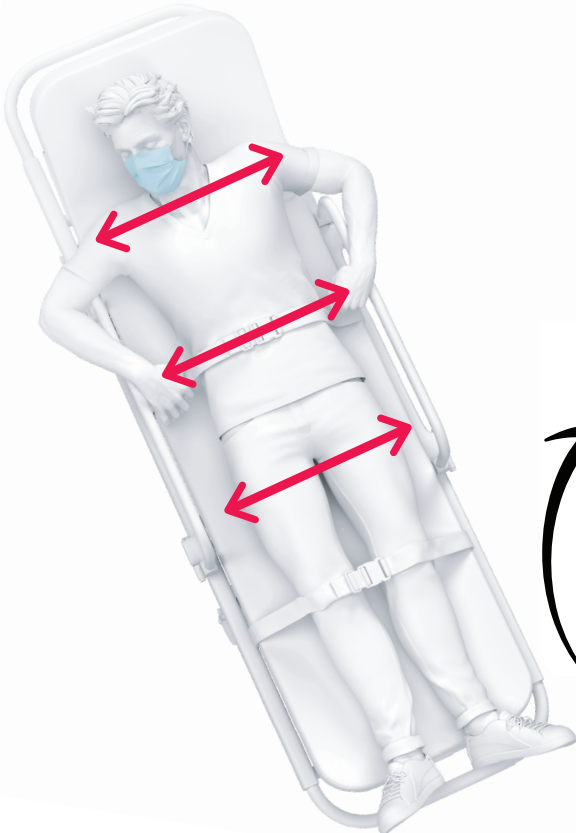
Scan the QR code above to watch a video tutorial about which measurements are required.

If using a desktop computer, please visit:
www.ornge.ca/110kg

How to Measure your Patient Widest Point



Width is a one dimensional measurement straight across the patient from their widest point (while supine). It's as if you were holding a meter stick over the patient rather than a measuring tape. Please have this measurement available in centimetres.



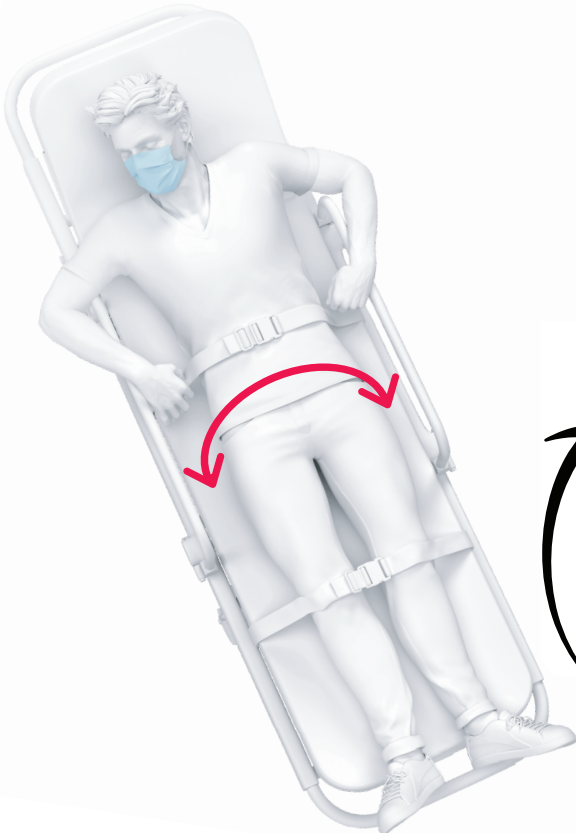
Scan the QR code above to learn how to properly measure the patient's widest point.

If using a desktop computer, please visit:
www.ornge.ca/110kg

How to Measure your Patient Girth (Lap/Seatbelt)



This is a measurement from the mattress over the patient and back to the mattress again. This is where we will place a lap seatbelt over the patient during the transport. Please have this measurement available in centimetres.



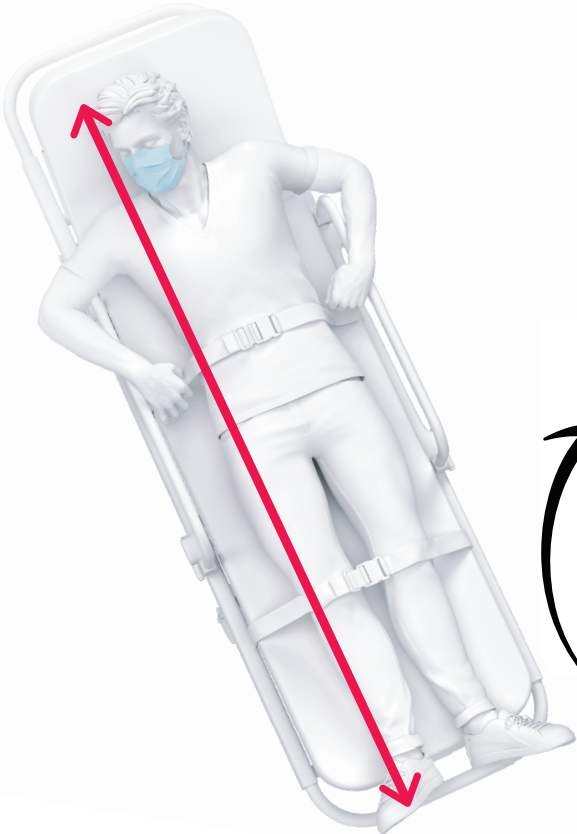
Scan the QR code above to learn how to properly measure the patient's lap/seatbelt.

If using a desktop computer, please visit:
www.ornge.ca/110kg

How to Measure your Patient Height



This measurement is from the bottom of the patient's foot to the top of their head. Please have this measurement available in centimetres.



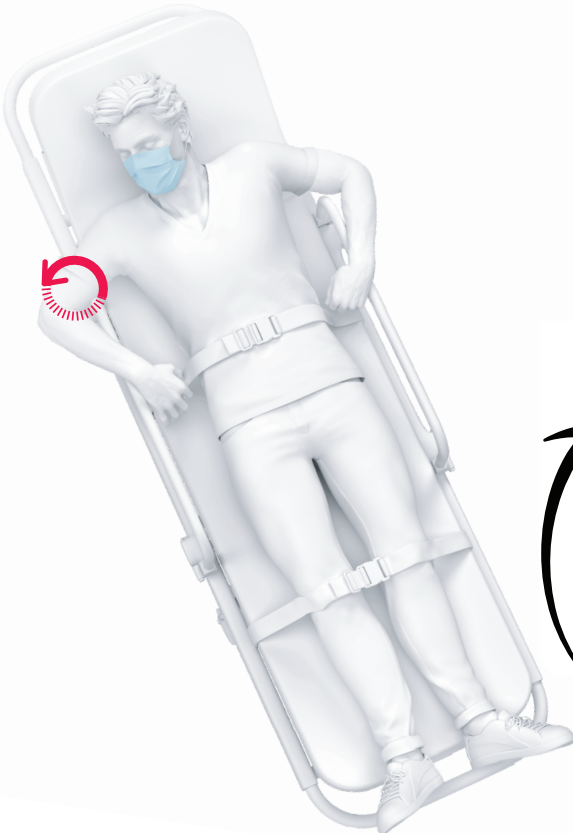
Scan the QR code above to learn how to properly measure the patient's height.

If using a desktop computer, please visit:
www.ornge.ca/110kg

How to Measure your Patient Arm Circumference



This is the measurement around the patient's upper arm (bicep). Please have this measurement available in centimetres.



Scan the QR code above to learn how to properly measure the patient's arm circumference.

If using a desktop computer, please visit:
www.ornge.ca/110kg

ECMO, IABP, Special Pathogens

Transport of patients on ECMO, IABP or with Special Pathogens require specialized planning, additional time or equipment.

Please contact the Operations Control Centre at **1-833-401-5577** for additional information.

NOTES

Contact Operations Control Centre

To contact Ornge's Operations Control Centre please call:

1-833-401-5577

(Book a Transport and Speak to a Transport Medicine Physician)

1-833-401-5578

(Transport Logistics)



Scan the QR code above to learn more about the services available by the Operations Control Centre.

If using a desktop computer,
please visit:
www.ornge.ca/OCC

View Status of Patient Transport

To review the status or view an update on your patient transport booking, you may view the Patient Transfer Status Board. This resource will provide consistent updates relating to your patient transfers.

Please note you will need a PTAC user account to access the Patient Transfer Status Board.

If you are providing care at a Nursing Station, please call the Operations Control Centre at **1-833-401-5578** to receive an update.



Scan the QR code above to access the Patient Transfer Status Board through the Provincial Transfer Authorization Centre.

If using a desktop computer, please visit:
www.ornge.ca/status



Scan the QR above to learn more about the Patient Transfer Status Board and to access training aids.

If using a desktop computer, please visit:
www.ornge.ca/statushelp

If your patient's condition has changed, the level of care and/or transport urgency may be impacted. Please contact Ornge's Operations Control Centre as timely as possible at **1-833-401-5577**.

Patient Frequently Asked Questions/ Patient Advocate Contact

During a transport or delay, stress levels can be high, and it can be difficult for patients and their loved ones to know where to turn for information.

Ornge's Patient Advocate is available to respond to patient feedback, facilitate resolutions of complaints and requests for information from patients and their families, and advocate for system improvements.

The questions on the following page are common questions from Ornge patients. Please feel free to provide the information to patients being transported by Ornge, or direct them to our Patient Advocate.



Scan the QR code above for contact information for the Patient Advocate.

If using a desktop computer, please visit:
www.ornge.ca/patientadvocate



Scan the QR code above for a complete list of frequently asked questions.

If using a desktop computer, please visit:
www.ornge.ca/faq

Patient Billing

Will I be charged for services if I am transported by Ornge?

Air ambulance services for non-Ontario residents are not covered under the Ontario Health Insurance Act. Patients who reside outside of Ontario or who do not have a valid OHIP card will receive an invoice from Ornge and are responsible for the costs associated with their transport.

I am a non-Ontario resident with health travel insurance. How is payment processed?

Upon receipt of payment, Ornge will provide you with a receipt. If you believe you are eligible, you may investigate reimbursement with your insurance provider.

Preparing for Transport

What am I allowed to bring?

While being transported by Ornge, only one small piece of personal carry-on luggage is permitted. The decision to accommodate personal items rests solely with the Captain.

Under most circumstances, large items such as wheelchairs, walkers, portable oxygen generators, etc. cannot be secured onboard our aircraft. Therefore, alternate arrangements should be made by your healthcare provider prior to transport.

Transport Questions

Why is my transport delayed?

Transport plans may change for a variety of reasons such as weather, aircraft availability and ground transport delays.

Similar to an Emergency Department, Ornge prioritizes transports according to urgency. As part of this process, an Ornge Transport Medicine Physician assesses each patient, the urgency and level of care, and patients are triaged on this basis.

The Operations Control Centre will update the patient care provider of any significant changes/delays and provide expected timelines.

I was transported by Ornge and some of my items were misplaced. Who can I contact?

Patients transported by Ornge who may have had belongings misplaced may contact the Ornge Patient Advocate.

Share Feedback

We actively seek feedback from patients, family members and healthcare providers. Your feedback will help us continuously improve our service.



Scan the QR code above to provide feedback on your experience with Ornge.

If using a desktop computer, please visit:
www.ornge.ca/feedback