



Operations  
Control  
Centre

# New phone numbers and upgrades effective April 2019

We're enhancing services for our stakeholders who book air ambulance and critical care land ambulance transports through our Operations Control Centre (OCC).  
*Please note our new phone numbers.*



**Effective 1830 EST on April 27, 2019**, the phone number to reach the Ornge Operations Control Centre will be changed to the following:



**1-833-401-5577**  
Booking and Medical  
Support Line

- » Requesting a patient transport
- » Providing medical details
- » Providing patient updates
- » Requesting the Transport Medicine Physician
- » Bed confirmation



**1-833-401-5578**  
Transport Logistics  
Support Line

- » Contacting Flight Planners for flight times and information
- » Updates on patient pickup or drop-off time

## Ornge Patient Transfer Status Board

Need to check the status of your patient transfer request? Visit the Ornge Patient Transfer Status Board through the Provincial Transfer Authorization Centre (PTAC) website.

## Questions?

Please contact us at:  
[OCCquality@ornge.ca](mailto:OCCquality@ornge.ca)