

PTAC Frequently Asked Questions

Making a Patient Transfer Request

How do I obtain an MT number?

Login to the PTAC portal at <https://www.hospitaltransfers.com/Transfer/home.aspx>, select “Start New Transfer” and follow the steps. (*Faxes will no longer be accepted effective November 7, 2018.*) If you do not have a PTAC account, see below under ‘Accounts.’

How does a facility request an MT number if they are unable to log into PTAC (i.e. no Internet service, PTAC system is down, etc)?

Facilities will be required to obtain MT numbers exclusively online and telephone/fax requests will not be accepted after Nov. 7, 2018. In the event of an internet outage which prevents facilities from logging onto the PTAC website, a transfer request may be processed over the phone by calling 1-866-869-PTAC(7822). PTAC users who do not have Internet access should contact the appropriate individual(s)/department (PTAC Administrator, Manager, Information Technology, etc.) in their facility to obtain access.

Out of Country/Province patient transfers

Patients coming into Ontario from out of country/province will not require an MT number as of November 7m 2018. Patients transferred to other provinces (i.e. Manitoba) by Ornge will require an MT number when they are being returned back to Ontario.

Screening Questions

Am I required to answer a series of screening questions? What about sending my facility’s outbreak status?

Following discussion with Public Health Ontario, effective November 7, 2018, PTAC will no longer require facilities to answer a series of infectious disease screening questions prior to receiving an MT number. In the event of an infectious disease outbreak, PTAC will have the capability to resume these screening questions. Facilities will no longer be required to send their outbreak status to PTAC.

Administrators

What is the role of my facility’s PTAC Administrator?

The PTAC Administrator has privileges to create and modify individual accounts for anyone at their facility who requires access to PTAC.

Who can be a PTAC Administrator?

The PTAC Administrator should be an employee of a facility (or one of the facilities’ sites in a multi-site organization) who has regular contact with those who routinely book patient transfers.

How do I know if my facility or site already has a PTAC Administrator?

Please contact PTAC at 1-866-869-7822 or ptacsupport@ornge.ca.

What is required of me to become a PTAC Administrator?

Simply contact PTAC at 1-866-869-7822 or ptacsupport@ornge.ca with contact information. We will complete the administrator account with the necessary credentials. Following this procedure, the PTAC Administrator will be able to create individual accounts.

How do I get a PTAC Administrator Account?

If you are a health care professional who is responsible for making patient transfer arrangements, you are eligible. Each facility should have a designated PTAC Administrator who has the ability to create individual accounts. If your facility requires a PTAC Administrator, please designate an individual. To obtain a user name and password, access the [PTAC web page](#) and go to “if you don’t have a PTAC account register now.” Follow the instructions for an administrator account. If you have any questions, please contact us directly at 1-866-869-7822 or ptacsupport@ornge.ca. We have staff available to assist.

Accounts***If a single nurse works at multiple facilities, do they have to register separate accounts for multiple sites?***

No. A single account can be linked to multiple facilities/sites.

Can you provide last login date/details for PTAC users/Administrators?

PTAC cannot provide last login dates for each user at the facility. However, there will be an email distributed quarterly to all Facility Administrators with active usernames for verification purposes and last login date/details. Facility Administrators can use the information to maintain their user database.

Will a PTAC account be automatically deactivated if it hasn’t been used for a while?

PTAC settings deactivate accounts after 90 days of inactivity. However, facilities should utilize best practice and deactivate PTAC accounts for employees who are no longer with the organization. The deactivation of PTAC accounts should be added as part of a checklist for employees leaving an organization.

How do I reactivate my account?

If your PTAC account is deactivated, please contact your Facility Administrator to reactivate.

How do I reset my PTAC password?

Please visit the PTAC website at <https://www.hospitaltransfers.com/Transfer/home.aspx> and follow the *password reset instructions*.