

## CritiCall Ontario and the *Life or Limb Policy*

CritiCall is a key tool used to connect Northerners who are at risk of losing their life or limb, to the nearest specialized acute care services. As many of you know, the principles contained in the provincial [Life or Limb Policy](#) were based on much of the work done here in the North East to develop a policy that protects patients and improves outcomes.

The policy ensures patients who need care because they are in danger of loss of life or limb, are transferred to get that care at another hospital within a “best effort” window of four hours (if it’s not possible to receive the care they need at their own local hospital). These transfers occur even when the receiving hospital is at over-capacity, given that the patient is the priority and bed identification is a secondary consideration.

All hospitals have a role to play in implementing and adhering to the *Life or Limb Policy*. Larger hospitals have a responsibility to accept life or limb calls and receive patients – *no matter where the patient might be located* – as hospitals are not limited by any geographic boundaries.

Once a patient is deemed medically stable and suitable for transfer, repatriation to a patient’s home hospital should occur within the “best effort” window of 48 hours.

**“No patient with a life or limb threatening condition will be refused care.”**

-- Life or Limb Policy Guiding Principles

## What’s New?

As of December 9, 2015, CritiCall Ontario is coordinating the transport of confirmed life or limb patients by directly contacting ORNGE or the appropriate Central Ambulance Communications Centre (CACC) on behalf of a referring hospital. Referring physicians should continue to contact CritiCall Ontario at **1-800-668-4357 (HELP)** for all life/limb and urgent consultation requests.

With the support of the North East LHIN, CritiCall Ontario is offering a series of webinars to provide an overview of the types of cases facilitated by the call centre, including life or limb case facilitation and the new “One-Number-to-Call” process. The webinars are 30 minutes long and include a question and answer period.

## Webinars:

- Thursday, January 14, 8 a.m., [click here to join](#)
- Monday, January 18, 8 a.m., [click here to join](#)
- Thursday, January 28, 5 p.m., [click here to join](#)

After connecting to the Webinar, join by teleconference toll-free: 1-877-234-4610, access code: 7431414. For more information on the CritiCall Ontario webinar sessions contact Stephanie Piper at [stephanie.piper@criticall.org](mailto:stephanie.piper@criticall.org) or 289-396-7000 x7581.

## Life or Limb Calls in the North East

Dr. Derek Manchuk is the North East LHIN’s Critical Care Lead, as well as Chief of Critical Care at Health Sciences North. He has been instrumental in implementing the *Life or Limb Policy* across the North East.

The provincial policy came into effect in December 2013. Prior to that, the North East had its own Life or Limb – No Refusal Policy, dating back to 2011.

## Life or Limb Cases in the North East

- On average there are about 40 confirmed life or limb calls per month in the North East LHIN that are facilitated through CritiCall.