



September 20, 2018

Natalie Bubela
Chief Executive Officer
Muskoka Algonquin Healthcare
75 Ann St
Bracebridge, ON
P1L 2E4

Dear Ms. Bubela,

At Ornge, we strive to be a trusted and responsive healthcare partner. Our hospital stakeholders have told us that they would like to have a clearer and more up-to-date picture of the transfer process when they book a patient transport with Ornge.

Ornge is excited to announce that as of September 18, 2018, healthcare staff in facilities across Ontario will now be able to check on the status of their Ornge patient transfer using a new Patient Transfer Status Board. The Status Board will provide real-time, consistent updates regarding patient transfers. We anticipate this new tool will improve the overall experience with Ornge after a patient transfer has been booked.

The Status Board will be accessible through the Provincial Transfer Authorization Centre (PTAC) website and will allow facilities to view and track the stages of transport, including:

- A patient transfer has been booked with Ornge, but an asset has not yet been assigned;
- A patient transfer has been scheduled, with estimated times for departure and arrival at the designated landing site or airport;
- An assigned asset has arrived at the specified airport/helipad;
- An assigned asset has been diverted/rescheduled due to unforeseen reasons such as weather, triage or mechanical.

To help your staff locate, navigate and understand the Status Board, Ornge has made a training video and reference sheet available on our [website](#).

Over the last number of months, Ornge launched a trial of the Status Board to 10 facilities across Ontario. We continually heard positive feedback about the reduction of time on task for staff as they now have real-time visibility into their patient movement.

Should you or your colleagues have any questions regarding the functionality of the Status Board or have suggested for improvement, please e-mail OCCquality@ornge.ca.

This effort is part of a number of initiatives underway to modernize PTAC and its processes. As we communicated to you last month, this includes a move to a full internet-based PTAC system, with faxes no longer accepted for PTAC requests effective



November 7, 2018. We sincerely appreciate your help in making this transition as smooth as possible. I would ask that you please remind your staff to ensure accounts have been created for anyone who has responsibility for patient transports. We can be reached at 1-866-869-7822 or ptacsupport@ornge.ca.

I hope that you see these as positive steps toward enhancing our service to you as a valued stakeholder.

Sincerely,

A handwritten signature in black ink, appearing to read "AL McCallum".

Andrew L. McCallum, MD FRCPC
President and CEO