



**Date:** May 7<sup>th</sup>, 2021

**Re: Province Launches New Ontario Patient Transfer System**

Maintaining access to safe and high-quality care for all patients across the province remains our top priority as our hospitals continue experiencing extreme capacity pressures during the third wave of the COVID-19 pandemic. Ontario Health, in collaboration with our partners across the provincial health care system, has been developing and implementing several strategies to relieve this pressure, including transferring patients to other hospitals that have capacity.

One of the most recent strategies involved a rapid-cycle project to transform Ontario's ability to capture and report on patient transfers as directed by the Provincial and Regional Incident Management Systems (IMS) to balance acute and critical care capacity across hospitals in the province. The result of this fast-paced, highly collaborative project is the new Ontario Patient Transfer System (OPTS).

This transformational system, designed by CitiCall Ontario, is a dashboard that allows the user to view the status of IMS-directed patient transfers in near-real time. The OPTS is the result of an incredible, collaborative effort from our system partners, including the Ministry of Health Emergency Health Services Division, CitiCall Ontario, ORNGE, Paramedic Chiefs across the province and Ontario's 22 Central Ambulance Communications Centres (CACCs).

The OPTS combines data from CitiCall Ontario's Repatriation Tool as entered by hospitals with additional data from ORNGE and Ontario's Central Ambulance Communications Centres, enabling all partners involved in the care of transferred patients the ability to coordinate their planning efforts through viewing and sharing up-to-date data.

The new OPTS and the related standardized approach immediately supports our health care system to align resources and work collaboratively to care for patients across our system. These systems and partnerships will continue to be leveraged to improve collaboration and patient flow throughout the province.

Demonstrations of the new OPTS are underway with our various IMS and command tables that support our province's continued pandemic response. If you would like more information about the OPTS, please contact CitiCall Ontario at [clientrelations@critical.org](mailto:clientrelations@critical.org). Working together as one provincial system, we are better equipped than ever to provide all current and new patients with access to the care they need, regardless of where they live in Ontario.

Thank you for your leadership, partnership and continued dedication to the provincial response to COVID, and most of all, to ensuring safe care and transportation for patients across Ontario.