



# Timmins and District Hospital L'Hôpital de Timmins et du district

## Non-Urgent Patient Transportation (NUPT) Frequently Asked Questions (FAQ)

*Emergency Medical Services (EMS “ambulance”) responds to emergencies and carries out **emergency** medical transfers.*

*After a patient has been assessed at the Hospital, it may be appropriate for that patient to return home. You may have come into the hospital as an emergency patient, but when you get the good news and you can go home, the return trip home, however, is no longer an emergency and the use of **emergency medical services** is not appropriate.*

*Patients could call family or a taxi service, and occasionally a Non-Urgent Patient Transfer Unit may be required to return home. **Please note however, that patients may need to pay for these non-emergent services.***

*Your nurse is here to help you, if you have any questions. If you need to use a taxi, wheelchair or stretcher vehicle, we have listed the local services in this package.*

QUESTION	ANSWER
<b>What type of transportation do I need? EMS (Emergency Medical Services), Private Non-Urgent Patient Transportation or personal vehicle/taxi?</b>	Your physician will work with the team to determine if you require an ambulance with stretcher transportation by EMS or if you are able to take a private non-urgent stretcher/chair transportation service. <b>EMS:</b> transportation to another hospital for treatment and or admission <b>Non-urgent:</b> taking you back to the hospital that sent you or discharge home if you require a wheelchair or stretcher <b>Personal vehicle or taxi:</b> able to ambulate or transfer yourself, can accommodate folding wheelchair and walker
<b>If I am being transferred to another hospital will I have to arrange and pay for my transportation?</b>	No. This transportation will be arranged by the hospital. Once treatment is completed you will often be discharged directly from that hospital, so it is important to bring clothes and arrange transportation home.
<b>Can I use an EMS ambulance to return</b>	No. Ambulances are used to respond to

<p><b>home or to the Retirement Residence or Nursing Home?</b></p>	<p>emergencies and to transfer people who are critically ill. If you require a stretcher or chair transport to your home or back to your nursing home or retirement residence, our staff will work with you to connect you with the appropriate private non-urgent patient transportation service.</p>
<p><b>If I don't have someone to volunteer to take me will I have to pay?</b></p>	<p>The staff will explore if you are eligible to be supported by the provincially funded Red Cross Path program. Otherwise, yes, you will need to pay for your own privately arranged transport service. If you have third party insurance transportation you may be covered. Transportation is not covered by provincial medical plans (OHIP).</p>
<p><b>What is 'non-emergency' (non-urgent) patient transportation?</b></p>	<p>Non-urgent patient transportation services are private (unregulated) patient transport services used for transports which do not require an ambulance. Timmins and District Hospital is currently purchasing non-urgent patient transport services from a private company. The North East LHIN (NELHIN) is leading the future implementation of a Timmins and Cochrane District non-urgent patient transportation service in collaboration with our hospital and district hospitals.</p>
<p><b>Why are we not using EMS to transport patients for non-urgent transportation?</b></p> <p><b>Note:</b>  <b>At the regular meeting of the Cochrane District Social Services Administration Board (CDSSAB) on June 16, 2016, the Board passed a resolution that will see the CDSSAB cease the practice of making its ambulance service available to complete non-emergency transfers by January 1, 2017.</b>  <b>This has resulted in changes to the EMS deployment plan and a projected eventual end to providing non-urgent patient transportation.</b></p>	<p>Emergency Medical Services are engaged for the transportation of patients who are assessed as being critically ill or at high risk of becoming medically unstable during transport and must have an escort. An ambulance is used for emergency, life-threatening situations and <b>in special cases where a paramedic is medically necessary</b>. All other transports will be carried out by a Non-Urgent Patient Transport service.</p>
<p><b>Who determines the most appropriate</b></p>	<p>The most responsible professional staff</p>

<p><b>type of patient transportation?</b></p>	<p>member who is providing care for the patient is responsible for assessing the patient and implementing the Decision Guide to choose the best mode of transportation. At our hospital, the physician will approve the selection of either EMS or private non-urgent patient transfer service in collaboration with the health care team.</p>
<p><b>How long will the ‘non-emergency’ patient transportation service take to respond to a call and come and pick up the patient?</b></p>	<p>The hospital will contact EMS to determine their availability and will also contact the private non-urgent patient transport provider. <b>Based on current availability of transfer vehicles and requirements in other communities, patients and families may experience delays.</b> Our goal is to transport the patient as quickly and safely as possible and your nurse will communicate a transfer time once a vehicle is secured. In the future NELHIN model, the plan is to provide increased timely access to non-urgent patient transportation vehicles.</p>
<p><b>Can a family member/friend accompany the patient during the transport?</b></p>	<p>Yes, they may do so at the discretion of the transport staff.</p>
<p><b>If I am in the hospital and I have a scheduled appointment not related to my hospital care, will I be able to go? What about transportation?</b></p>	<p>There are times during a hospitalization when a patient may need to travel to either an appointment booked prior to hospital admission or to a place of residence (private home, nursing home, retirement home). When the need for this travel is not related to the care being provided to the patient by the hospital, it is considered to be non-urgent transportation and the transportation should be arranged by the patient, family or substitute decision maker.</p> <p><b>The patient, family or substitute decision maker is responsible to pay for non-urgent transportation that is not medically required, for elective appointments, and discharges to a non- hospital destination.</b></p>

## **Local Services**

### **Veterans Victory Taxi: 705-264-2333**

(will assist with folding wheelchairs and walkers)

### **Northern Taxi: 705-268-6868**

(will assist with folding wheelchairs and walkers)

### **Voyageur Transportation Services:**

**Toll Free: 1-800-263-7163**

(Stretcher/wheelchair vehicle)

### **MCM Transfer Service:**

**705-567-4477**

(Stretcher/wheelchair vehicle)

### **Handy Transit: 705-360-2600**

**ext. 3504**

(For persons with short and long term disabilities. Passengers must be registered to use the service and reservation is required.)

***Please note there is a direct line to Veterans Victory Taxi and Northern Taxi in the front entrance of the Hospital. There is a complimentary patient phone located in the ER.***

***Please ask your nurse or social worker to assist you if needed on any of the units, clinics or in the ER, to ensure you have secured the transportation that you require. Ask your nurse if you qualify for the ministry funded Red Cross Path Program for your transportation home.***

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