

How to book:

Every patient transfer is viewed from the perspective of patient safety, patient-focused care, minimizing cost to both the hospital and patient, and reducing reliance on ambulance services for patient transport.

Headwaters Health Care Centre - Discharge Planning:

519-941-2410 ext. 2501

website: www.headwatershealth.ca

Central West Community Care Access Centre:

519-941-9767

website: www.ccac-ont.ca

CALL FOR PRICING

Wheelchair Taxi: 1-866-799-3648 or email: wct@wheelchairtaxiontario.ca

Al's Yellow Cab: 519-941-4722

Call A Cab: 519-942-3200

Orangeville Taxi: 519-941-8000

Pick-Up Cab: 519-942-2888

Home at Last: 416-743-3892 or email: canes@canes.on.ca

website: www.canes.on.ca

Caledon Community Services:

1-905-951-2300 or 905-584-9460 ext. 217

or 218 or email: info@ccs4u.org

website: www.ccs4u.org

Dufferin County Community Support Services:

519-925-5452

email: dccss@dufferincounty.on.ca

website: www.dufferincounty.on.ca

Code 2 Medical Transfer:

1-800-490-4657

website: www.therapeuticresource.ca/Code2.html

Code2.html

PRN Patient Transfer:

1-888-212-2017 or email: prn@patienttransfer.biz

website: www.patienttransfer.biz

RNR Patient Transfer:

1-866-567-1001

website: www.rnrpt.com

For more information:

Headwaters Health Care Centres' Discharge Planner is a resource for patients, family and substitute decision makers for information on:

- Alternative resources i.e., insurance coverage, Veteran Affairs
- Home At Last Program
- Community services

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.



Headwaters Health Care Centre

Headwaters Health Care Centre
100 Rolling Hills Drive
Orangeville, Ontario
L9W 4X9

Phone: 519-941-2410
www.headwatershealth.ca

July 2009



Patient Transportation Services



Headwaters Health Care Centre

When can I use an ambulance?

For emergency life-threatening and urgent situations or when paramedic care is medically necessary, patients who have a valid Ontario Health Card, are required to pay a \$45 co-payment for land or air ambulance.

Patients who do not have a valid Ontario Health Card or if ambulance transportation is not medically necessary are required to pay the full \$240 cost for ambulance transportation.

When an ambulance transfers a stable patient from facility to facility, it means that the community may offer a reduced level of emergency 9-1-1 service.

When do I use private patient transportation services?

For patients requiring stretcher or wheelchair transport, hospital staff can arrange transportation with a private transportation company. The patient must pay the full fee for a private patient



transportation service when the patient is discharged to a private residence or to a non-licensed facility (residential or supportive housing or group homes) for non-medical purposes as deemed

by the attending physician.

For trauma patients and patients with extended benefits, the cost of the patient transfer may be covered by the insurance company.



Can friends and family bring me home or take me to my appointment?

If you have an appointment that was made prior to being admitted to hospital and is not related to your ongoing inpatient medical care, and you are ambulatory and able to safely ride in a car, the hospital recommends that you plan your ride home or to your appointment with family or friends.

Can I use a taxi service?

A patient can be transported by a taxi or wheelchair cab to take you to appointments or when you are discharged from hospital.

Will Headwaters pay for inpatient transportation to medical appointments?

Headwaters will pay for non-ambulance patient transportation (private patient

transfer service or taxi) when the appointment is related to ongoing inpatient medical care. If the patient is stable and ambulatory, family or a substitute decision maker are encouraged to drive the patient.

Responsibilities of the Patient, Family or Substitute Decision Maker

For non-medically required appointments the patient, family or substitute decision maker is advised to make transportation arrangements so appointments are not missed.

When a private patient transportation service is used, a specific date/time for the transfer can be established and agreed upon by the patient or family, receiving facility (hospital or residential facility), and the inpatient unit. The transportation service provider will bill the patient directly.

When the patient is discharged, arrange a daytime transfer. This will help the receiving facility staff (if applicable) or Community Care Access Centre (CCAC) staff, and others, settle the patient into his or her surroundings.