

Met Campus

1995 Lens Avenue
Windsor, ON
N8W 1L9
Phone: 519-254-5577

Ouellette Campus

1030 Ouellette Avenue
Windsor, ON
N9A 1E1
Phone: 519-254-5577

[DATE]

Dear [INSERT PATIENT/SDM AND CARE PARTNER (prn) FULL NAME],

With very high COVID-19 rates in our community, there are many people needing hospital care and there are either not enough critical care beds or there's a risk that critical care beds will not be available. Some hospitals are filled and must make space to provide the right care to meet everyone's health needs. Our focus is to provide the right care in the right place, and this means we need to move patients to make this happen safely.

What's happening?

To provide high quality and safe care for everyone who needs it, we must move some people to other hospitals in Ontario. Your doctor has determined that a transfer would be safe for you and is necessary due to the overwhelming demands on our critical care resources. Please be aware that given these system pressures, you are required to move even if you do not want to.

How was this decision made?

These decisions to move patients between health care centres is based on the same criteria for all Ontario patients, as set out in a recent Order made by the Province of Ontario. Your transfer is required to:

- **Respond to a major surge event** – this means that there are many patients needing critical and urgent care and more beds and staff are needed quickly;
- **Prevent Risk of Harm** – because there are many patients requiring the same type of care, a transfer between hospitals will help to ensure patients receive timely and efficient care; and
- **Specific Care Needs** – Hospitals are required to ensure that you can be safely transferred and that the receiving hospital is willing and able to safely care for all patients sent to them.
- Patients with COVID-19 and those with other conditions may be moved, depending on their needs. Each patient is being assessed individually to be sure that a move is safe.

Where will you be going?

You will be moving to [INSERT FACILITY NAME (INSERT ADDITIONAL DETAILS e.g. UNIT #, PHONE # FOR UNIT, IF KNOWN)]

We anticipate you will move to the new health care centre on [INSERT DATE], at [TIME OF DAY]. **OR** We anticipate you will move to the new health care centre later today. We will arrange for safe transportation for you to the new health care centre. Please know that while we will do our best to transfer you on the date and time given, there are many patients being moved and, these times may change.

Before you move from [CURRENT HOSPITAL NAME], your health care team will work with the other health care team to make sure your care is safe and coordinated when you arrive.

Who can you contact with questions?

Speak with your health care team first. There are members of the team who can help address your questions or concerns, such as the social worker, spiritual care provider, or others. Speak with a member of your health care team if you need more help or support. [PROVIDE CONTACT INFO FOR UNIT MANAGER OR DELEGATE WHERE KNOWN]

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If your health care team is not able to address your concerns, you can also speak with the Patient Relations Department at this hospital. You can reach them at **[INSERT PATIENT RELATIONS CONTACT INFO]**

We will do our best to respond to your questions and concerns before your transfer. Any ongoing questions or concerns should be brought to the attention of your new clinical team.

What will happen before you move to the new health care centre?

We are working with the new health care centre to arrange your move. To help be sure your move is safe and as comfortable as possible, we will take the following steps before you leave:

- We will be communicating with the health care team at the new health care centre to ensure that they have all the information they need about your care.
- Send needed information about your care needs to the new hospital.
- Where we can, identify your new unit name, room number and provide it to you.

Your care will continue when you arrive at the new health care centre. Your new doctor will examine you and may order more tests when you arrive, if needed. You may also be tested for COVID-19 and placed in isolation when you arrive at your new health care centre, because you are moving there from another hospital.

What if I do not want to go to another health care centre?

If you feel that your health care team did not consider your needs, please discuss your concerns with them. In this challenging situation, the decision to move patients to a new health care centre is made to ensure the best care is given to you and all patients needing hospital care in Ontario. We are working with hospitals locally and across the Province to provide care to as many people as possible right now.

If you would prefer to leave the hospital instead of going to another health care centre, discuss this with your team. You have the right to leave the hospital instead of moving to another health care centre, although your health care team does not recommend that, for your health and safety.

We understand that this may not be easy for you or your family. We will do our best to make sure the move is as smooth and comfortable for you as possible. Once surge is over, every effort will be made for you to return to your original hospital or discharge you to the most appropriate setting.

Sincerely,

[UNIT MANAGER NAME]

[UNIT MANAGER TITLE]

[CONTACT PHONE NUMBER]

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What Information Do I Need?

Preparing for my move to another health care centre

While you are preparing for your move, you may have questions or concerns. If there is anything you do not understand, ask the doctor or health care provider. Your health care team will work with you and your new health care centre to prepare for your arrival. They will also include your family, friend or Essential Care Partner, if you would like and when possible.

Questions about your new health care centre

- Does the new health care centre have the same restrictions on visits from family or friends?
- Will I have access to Wi-Fi, telephones, tablets or other technology?
- Do I have any additional needs that my health care team should know? For example:
 - Interpretation for language needs
 - Assistive devices or accessibility requirements that the new health care centre must accommodate
- Your health care team will ask you about how you want to include your family, next of kin or substitute decision maker in the communication.

Getting ready for the move

- On the day you are moving, pack up your belongings if you are able to. Your health care team will help you if you are not able to. Remember to pack your:
 - Clothes & Shoes
 - Glasses
 - Dentures
 - Hearing aids
 - Walking or other assistive devices
 - Telephone, tablet or computer and charger
 - Any other belongings including wallet, jewelry or other items