

Patient Transport FAQ



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Ornge provides medical transport between health care facilities and on scene emergencies. If you are being transported by Ornge, we would like to provide you more information to help you prepare for your trip.

- **What We Do**
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› WHAT WE DO

Ornge provides air ambulance and critical care land transport services to patients who are ill or injured. In the air and on the ground, our mission is to provide care for our patients while transporting them safely to the healthcare they need.

› OUR VEHICLES

You may be transported using a helicopter, airplane or land ambulance. The ornge operations control centre will determine the appropriate vehicle and crew for your transport.

› URGENCY OF TRANSPORT

Similar to an emergency department, ornge must prioritize transports according to urgency. We use a variety of tools to understand your needs during transport.

Based on your medical condition, an algorithm will assign urgency and level of care.

A transport medicine physician will review your medical details and may consult with your doctor to ensure the appropriate crew is assigned to your transport.

The operations control centre will notify your care provider and provide expected timelines.

On occasion, your travel plans may change due to a number of reasons including: weather; available resources ground transport delays; etc. The operations control centre will apprise your care provider of any changes/delays.

› GETTING HOME

Patients who need to return to their community hospital for ongoing care may require transport with an appropriate medical attendant. In this case, your medical provider will initiate a transport request through proper channels.

Patients who are discharged from the hospital are required to arrange and pay for their own transportation home.

› PILOT RESTRICTIONS

The captain of the aircraft has the final say in all decisions regarding safety of the passengers and crew. The captain will assess all factors including, but not limited to:

- Weather limitations
- Airport conditions
- Fuel needs
- Weight restrictions

Using this information, the pilot will determine whether or not to accept a mission, take a family member or carry associated luggage.

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› FAMILY MEMBERS

We know that family involvement is an important part of your care. To help decide if your family can accompany you, the crew considers the following:

- Your medical condition.
- Cabin space, aircraft fuel and and weight of equipment, passengers and medical escorts.

Every effort is made to have a family member accompany paediatric patients.

› OTHER EMERGENCY SERVICES

Ornge often relies on local land ambulance services to transport patients to and from the hospital and airport/helipad. These services may be affected by emergency calls in their area resulting in delays.

The operations control centre will provide updates of timelines when this is the case.

› THINGS TO CONSIDER

Are you or a family member being transported by ornge? Read this list of things to consider:

1. Only one small piece of personal carry-on luggage is permitted. The decision to accommodate personal items rests solely with the captain.
2. Under most circumstances large items such as wheelchairs, walkers, portable oxygen generators, etc. cannot be secured onboard our aircraft. Therefore, alternate arrangements should be made by your medical provider prior to transport.
3. There are no washrooms onboard our aircraft.
4. Dress comfortably and appropriately for the weather and remember to bring clothes for your return trip home.

5. As no food is provided, you may want to bring a snack
6. Bring money/credit cards for unexpected expenses.
7. Bring appropriate government issued identification that would be accepted by major airlines if needed.

A **Patient Advocate** is available to answer any healthcare concerns you have about Ornge.

Please contact our Patient Advocate during standard business hours at care@ornge.ca or by calling **705.268.5011**.

You can also visit our patient portal online at: www.ornge.ca/patients



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