

First Nation Community Nursing Station Virtual Emergency Support Process Map

NURSING STATION

- Client requires medical care (non-urgent or medical emergency requiring transport)

- Call placed to **Community MD/on-Call MD**

Non-Urgent/Urgent

Community/on-Call MD

- Video or phone call to site

OTN service used:

- PCVC (personal videoconferencing) /OTNhub

Urgent/Emergent

(Pediatric/ Adult)

ORNGE

- Direct video call to Nursing Station

OTN service used:

- **Direct Call**- Emergency Services Trauma Tenant

Emergent

Thunder Bay Regional Health Sciences Centre /
Regional Critical Care Response Program (**RCCR**)

OTN service used:

- **Multipoint call** - Emergency Services Trauma Tenant

- Receive orders from Community/ on-Call MD
- Video or Phone consultation with Community/on-Call MD as required
- Community/on-Call MD can use PCVC / OTNhub for direct call to nursing station ER system
- Complete the record of event and fax to KO

Addresses for ER video systems of nursing station in pilot listed below:

BTL_FN_0401_BTLN_03
CAT_NB_0402_CLFN_02
DLK_FN_0035_DLNS_02
KAS_FN_0404_EAMN_02
KFL_FN_0081_WLNS_02
MSH_FN_0407_NONS_02
NCL_FN_0412_SMNS_03
NSL_FN_0038_SLNS_02
PIK_FN_0410_PFN_02
POP_FN_0039_PHNS_03
SAN_FN_0084_SLNS_03 or 04
WUN_FN_0080_WLNS_02

- Approval from Community MD/on-Call MD for transfer
- Receiving facility and MD identified
- Nursing Station arranges medevac
- Nursing Station **requests video consult** from ORNGE Dispatch if necessary
- ORNGE TMP/ Patch Physician will place direct video call to Nursing station
- Use phone on speaker mode in ER** to bring Community MD/on-Call MD in by audio with TMP/Patch as needed
- Transfer to receiving hospital
- Complete the record of event and fax to KO

- Patient not appropriate for transfer to Sioux Lookout due to higher level care requirements
- Community MD/on-Call MD places call to **CritiCall 1-800-668-4357** requesting CritiCall operator to "initiate **RCCR** to connect to (*specify name*) Community Nursing Station"
- RCCR team connects in a multipoint call with Community Nursing station, ORNGE and Intensivist using the emergency services trauma tenant.
- Use phone on speaker mode in ER** to bring Community MD/on-Call MD in by audio with RCCR as needed
- Transfer to TBRHSC
- Complete the record of event and fax to KO

OTN Technical Support
1-855-654-0888, press *

ORNGE
1-833-401-5577

Thunder Bay RCCR Direct Line
807-633-1604