



Guide to Accessing Acute Care Services in Winnipeg – For Use by Health Care and Insurance Providers Arranging Patient Transfers to Winnipeg Hospitals

POPULATION SERVED: The Winnipeg Health Region serve residents of the City of Winnipeg as well as the Rural Municipalities of East and West St. Paul, with a total population of just over 778,000 people. The Winnipeg Regional Health Authority (WRHA) also provides health care support and specialty referral services to nearly half a million Manitobans who live beyond these boundaries as well as residents of Northwestern Ontario and Nunavut who require the services and expertise available within the Winnipeg Health Region.

HOSPITAL SERVICES: There are six hospitals in the in the Winnipeg Health Region. The clinical programs and services offered at each of the hospitals are variable, and are summarized, starting on page 5. Under our health service delivery model, our clinical programs and services are consolidated, therefore may only be offered at one or two hospital locations in Winnipeg. Further information on these programs and services is provided in the overview table on page 5 and also in the Acute Care Facility (Hospital Site) profiles beginning on page 7.

Winnipeg has two tertiary hospitals; Health Sciences Centre- Winnipeg (HSC) the provincial tertiary care hospital and a Shared Health Manitoba facility and St. Boniface Hospital (SBH). Grace hospital (GH) serves as a third acute site but is not designated as a tertiary care site. There are three community hospitals in the Winnipeg Health Region; Concordia Hospital; Seven Oaks General Hospital and Victoria General Hospital. These Community Hospitals do not have an Intensive Care Unit (ICU) or Emergency Department. In-patient services for children under the age of 17 years are provided at the Children's Hospital, which is located on the HSC Campus and is operated by HSC Winnipeg. Patients who reside in the Winnipeg Health Region and are receiving hospital care outside of Manitoba should return to a hospital in Winnipeg. Residents of Manitoba, who reside outside of the borders of the Winnipeg Health Region, can be referred to a hospital in Winnipeg if their care needs cannot be met within the Health Region they reside or their local rural hospital. For those that are referred and are committed will be repatriated back to home region to receive their care needs closer to home. For more information on hospitals in Rural Manitoba please refer to: <http://www.gov.mb.ca/health/rha/contact.html> or contact WRHA Patient Access & Transition.

EXPECTATIONS OF THE WINNIPEG HEALTH REGION IN PROVIDING ACCESS FOR MANITOBANS HOSPITALIZED

OUTSIDE OF MANITOBA: The Winnipeg Health Region is aware that being hospitalized outside of the Province of Manitoba can be extremely stressful for both the patient and their significant others. Therefore the Winnipeg Health Region is committed to ensuring that all patients hospitalized outside of Manitoba can be transferred to a Winnipeg hospital in as timely a manner as possible once the patient's care has been accepted by a Winnipeg hospital physician.

INFECTION PREVENTION AND CONTROL POLICIES IMPACTING BED AVAILABILITY: In order to reduce the risk of nosocomial transmission of infections such as MRSA and VRE, all patients who have been hospitalized for more than 24 hours in an acute care hospital outside of Manitoba (within Canada), will be screened for the presence of nosocomial infections on admission. If the patient was hospitalized more than 24 hours in an acute care hospital outside of Canada, then Contact Precautions will be implemented upon admission to the Winnipeg Health Region hospital. Contact Precautions within the Winnipeg Health Region mean that patients must be placed in a single room. PLEASE NOTE: As there are few single rooms available on acute care inpatient wards in the Winnipeg Health Region, the conversion of a semiprivate room to a single room may have to occur before a patient requiring transfer from a hospital outside of Canada can be accommodated. This may result in some delay in bed availability for patients from outside of Canada.

GROUND TRANSPORTATION FOR PATIENTS ARRIVING BY AIR: For patients being transferred to a Winnipeg hospital arriving via aircraft, transportation from the Winnipeg James Armstrong Richardson International Airport to a Winnipeg hospital will need to take place by ambulance. In Winnipeg, ambulance services (EMS Services) are provided by Winnipeg Fire Paramedic Service (WFPS). To arrange [Non-Emergency Transfers by Ambulance](#) call 204-986-8410 to reserve an ambulance. Requests for ambulance service should be made as far in advance as possible.

Programs with Special Access (Coordinated Entry) Processes

The following in-patient programs have special access/ coordinated entry processes that apply to all hospitals. If the inpatient program required is listed below, please follow the corresponding instructions to contact an accepting physician in Winnipeg:

***CHILD AND ADOLESCENT MENTAL HEALTH**

Contact the Physician Bed Manager for the Child and Adolescent Mental Health Program via the paging operator at the Health Sciences Centre at 204-787-2071.

****CRITICAL CARE (ADULT)**

Central Intake: 204-787-2071 for all Adult Critical Care Program access requests. Ask to speak to the Attending Physician for MICU at HSC, who will in turn triage the call to the critical care unit at the Winnipeg hospital deemed to be most appropriate for the patient's care needs.

*****MENTAL HEALTH (ADULT)**

Contact the Regional Physician Bed Manager for Mental Health via the paging operator at the Health Sciences Centre at 204-787-2071.

******PALLIATIVE CARE**

Central Intake: 204-237-2400. Please call for all Palliative Care Program access requests

*******REHAB AND GERIATRICS**

Central Intake: 204-791-8599 (Monday – Friday service)

GETTING STARTED – HOW TO DETERMINE WHICH WINNIPEG HOSPITAL TO CONTACT

- 1) Contact WRHA Patient Access & Transition Support (including weekends and holidays).

Monday – Friday (Business Hours): Patient Access and Transition Support, Winnipeg Regional Health Authority.
204-926-7060

Evening, Weekends, Holidays: Patient Access and Transition Support, Winnipeg Regional Health Authority
204-791-8599 between the hours of 0900-1500.

All other times: WRHA Administrator on Call (for the Winnipeg Health Region) 204-926-7048

- 2) Determination of Manitoba residency, the following is required:

Name

Date of Birth

P.H.I.N. Personal Health Information Number

Address (including Postal Code)

Primary Care Physician (PCP)

- 3) WRHA Patient Access & Transition Support will require and request all medical information pertinent to assist with the determination of what level of care is required.
- 4) Once the appropriate site/program physician acceptance is obtained, WRHA Patient Access & Transition Support will direct outside providers with the specific hospital contact information.

NOTE: *In Canada inter-facility transfers do not qualify as an insured service. When there is no travel insurance, service/ transportation fees are the responsibility of the patient/family.*

If you are having difficulty getting a Physician in a Winnipeg hospital to accept a patient, and having a bed allocated for the patient at the accepting hospital in a reasonable time frame, please contact Regional Manager for Patient Access and Transition Support (204) 926-7060.