

## NORTHERN PHONES PROCESS – Sioux Lookout

1. Contact call-taker as below chart
2. Clearly state **CTAS score** when communicating with medical secretary/answering service.

For **CTAS 1** ONLY, if no MD response within 10 minutes:

1. Call ORNGE (OCC) 1-833-401-5577
  2. Ask for TMP/Patch Physician
  3. Tell them you require support for CTAS 1 until the Community MD is available.
3. For all MD calls, please begin with:
    - a. Patient's name AND date of birth
    - b. Chief complaint
    - c. Whether they look well, unwell, distressed, etc
    - d. Provide organized, detailed history and physical findings using '*CHN Documentation Tool When Consulting MD/NP*'

CTAS 1	CTAS 2-5	CODE OB
Monday to Friday 08:00 – 17:00		24 hour Service
Text and Call <b>Daytime Community MD**</b> “Community Name – CTAS 1” If no response in 3 minutes: Call <b>Overflow MD**</b>  *If no MD response in 10 minutes, call ORNGE (OCC) 1-833-401-5577	Call <b>Medical Secretary</b> If community MD has made alternate contact arrangements, please follow if appropriate.  *If patient condition deteriorates, call back with updated CTAS score.	1. Call <b>Menoyawin</b> 1-807-737-3030 2. Press “0” for admitting 3. State STAT CALL for CODE OB 4. Contact below in order, if no response in 5 minutes, move to next practitioner: a. OBS 1 <sup>st</sup> MD on call b. OBS 2 <sup>nd</sup> MD on call c. Maternity Floor  <b>Criteria:</b> <ul style="list-style-type: none"><li>Signs of labour</li><li>History/Signs of ruptured membranes</li><li>Heavy bleeding in any trimester including miscarriages</li><li>Home delivery</li></ul>
Monday to Friday 17:00 – 08:00		
Call <b>Answering Service</b> 1-807-624-1253  *If no MD response in 10 minutes, call ORNGE (OCC) 1-833-401-5577	Call <b>Answering Service</b> 1-807-624-1253  *If patient condition deteriorates, call back with updated CTAS score.	
Weekends (Fri 17:00 to Mon 08:00) & Holidays (24hrs)		
Call <b>Answering Service</b> 1-807-624-1253  *If no MD response in 10 minutes, call ORNGE (OCC)	Call <b>Answering Service</b> 1-807-624-1253  *If patient condition deteriorates, call back with	

**\*\* Daytime Community MD and Overflow MD** numbers may change daily. The NIC is responsible for daily updates of the ER White Board. Verify with SLRPSI/PETAL faxed information.

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1-833-401-5577	updated CTAS score.	
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R:15 July 2020