

WHAT DO I NEED TO KNOW?

Patients have several transportation choices for getting:

- to the Hospital
- from the Hospital
- to their home, or
- between health care facilities

1. **EMS/Ambulance**

Restricted to emergency situations or when Paramedic care is needed. Priority is given to most urgent cases, therefore, in other situations this method could result in long waits or delays.

2. **Patient Transfer Service**

This is not an ambulance...
Angels of Flight is a private contracted service that may be used for non-emergency situations where special transport of stable patients is required. If a medically stable patient requires cardiac monitoring and is in need of transport, *Angels of Flight* will provide an ACLS (Advanced Cardiac Life Support) nurse to accompany the patient. If there is a medical emergency during transfer, the vehicle will proceed to the nearest hospital and/or call 911 for EMS assistance.

3. **By private vehicle or taxi.**

Individuals may make their own arrangements with family or friends or they may choose to access one of the local taxi services.

Hospital Required Transfers

The health care team may recommend the Patient Transfer Service for medically stable patients who require return to a facility or transportation to another facility for specialized tests or procedures.

Preparing For Discharge

Before you are discharged from the Hospital, you will need to arrange your personal transportation home. We recommend you plan your ride home with family or friends to avoid having to pay for transport services. If you are not able to arrange transportation, the Hospital will help you arrange for private transportation home.

You will be required to pay for this service as per Patient Transfer Service fee schedule.

This does not apply to patients returning to a nursing home or long-term care facility.

Patient Transfer Service

Angels of Flight

The call centre will coordinate the transfer of stable patients by land or air. Contact *Angels of Flight* for more information at the following number and website:

1-800-563-7686

www.angellofflightcanada.com

Ministry of Health EMS/Ambulance Transportation

The Ontario Health Insurance Plan (OHIP) does not cover the full cost of ambulance transportation.

Patients without a valid OHIP card OR in cases where ambulance transportation is not deemed medically necessary will be invoiced for the full \$240.00 charge.

Full charge for ambulance transportation
\$240

Amount covered by OHIP

\$195

Responsibility of Patient

\$45

If you use an EMS/Ambulance for your journey, you may receive an invoice of \$45.00. This invoice can be paid at the registration desk, the cashier's office, or by calling Patient Accounts. There are some situations where you may be exempt, e.g., if you are transported between health care facilities.

For information, please call:

Markham Stouffville Hospital

Patient Accounts

905.472.7373 ext 6568

