

## **Script – Conversations with Patients about Transfer**

Manitoba hospitals are responding to an increase in COVID-19 activity which is expected to see rising patient demands during the pandemic's fourth wave.

We are making every effort to maintain our ability to provide the highest level of care for every COVID patient while preserving our ability to continue important non-COVID care and services for all Manitobans.

As this balancing of patient demand and available capacity occurs, patient flow is being prioritized, including the transfer of appropriate patients both within and between health regions. To maintain capacity in medicine units, transfers will need to be completed in a timely manner.

It is important that we share information as it is known and confirmed. This will provide our patients and their families with information they need as well as our reassurance that they will receive the appropriate care at their receiving site.

We can expect some frustration and worry from those patients identified as appropriate for transfer. Patient relations and other supports will remain available to families and you may be asked to provide contact information for patient relations, social work, Indigenous Health or other services as appropriate.

**To support conversations with patients and/or family members, all admitted patients should be provided with the attached Patient/Family letter advising of the potential for a transfer.**

**As patients are identified as appropriate for transfer they should be notified. When decisions and arrangements are confirmed with a receiving facility and care team, sharing information with the patient and their family must remain a priority.**

**Please consider the following as a guide for information sharing and reassurance.**

Frequently Asked Questions are available for you to provide to the patient/family. These resources are available at \_\_\_\_\_

### Patient Transfer Details:

*Our team has determined that your medical needs can be met at another facility in Manitoba.*

*We are working with the care team at (INSERT RECEIVING FACILITY) to arrange for your transfer. We will keep you updated with plans and give you and your family as much time as possible to prepare.*

*You can expect the same quality of care from the medical team supporting you after your*

*move/transfer. We are sharing information about your care/recovery and working to ensure that any additional supports you need (INSERT SPECIFICS - rehabilitation, physio, etc.) are in place for the remainder of your time in hospital.*

*There will be no cost to you related to this transfer and you will also receive support and coordination to get you back home once you are able to be discharged. Your care team at (INSERT FACILITY) will have additional information for you once you arrive.*

**Your health and safety are our primary focus.**

*We understand you may prefer not to be transferred, however our clinical teams are working provincially to ensure access to care for all Manitobans. To maintain capacity in this facility for patients who require a higher level of care, we are identifying patients whose needs can be safely met elsewhere.*

*Your care team/Dr. \_\_\_\_\_, has carefully reviewed your patient record/case file and has determined that your care needs can be supported at **Insert Facility Name**.*

*Your care plan will be shared with the care team at (INSERT FACILITY) and our patient relations team will remain available to you for questions or concerns you may have. Every effort is being made to ensure a smooth and safe transition.*

*Transportation will be organized by the hospital, in collaboration with your family. **You will not be charged for your transportation to the hospital (or when you return to your home community).***

*Thank you for your understanding as we take every step possible to care for all Manitoba patients.*

*If you have questions, please contact (**INSERT WHO**).*

**If asked why:**

Clinical teams are working to provide the highest level of care for all Manitobans.

Maintaining non-COVID services is a priority, particularly for those patients who have been waiting long periods of time or whose procedures/appointments have been postponed in previous waves of the pandemic.

This means that, in times of increased demand on our hospitals, individuals whose care needs can be safely supported in a hospital that cares for less acutely ill patients, may be transferred.

Every effort is being made to ensure patients are transferred to the closest available facility that is able to provide the right level of care. In some instances, where space is not available nearby, patients will be transferred to a facility in another health region.

**If asked about cost:**

*Transportation will be organized by the hospital, in collaboration with your family. **You will not be charged for your transportation to another facility, or for the return trip to your home community.***

**If asked about option to refuse**

*Our first priority is to ensure that we provide the appropriate environment of care for you and for all other patients.*

*At this time your care is able to be supported at another facility. This will also allow for us to maintain capacity to care for sicker patients.*