

## ACUTE CARE PATIENT TRANSFERS - FREQUENTLY ASKED QUESTIONS

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### 1. Why am I being transferred?

Manitoba hospitals are preparing for an increase in COVID-19 activity in the community. With a rise in COVID-19 cases, it is expected that we may also see an increase in the number of patients admitted to our hospitals.

During this time of increased demand, we are making every effort to provide care for both COVID patients as well as all other Manitobans who require timely access to a hospital bed, surgery or other non-COVID health service.

To protect our ability to care for all Manitobans, it is necessary that some patients be transferred for their ongoing care, so that we can maintain capacity in our facility for sicker patients.

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.

### 2. Can I stay where I am?

Your care team has identified that your care plan and individual care needs are able to be met at another facility.

While you may prefer not to be transferred, it's necessary at this time to ensure our ability to continue supporting care for all Manitobans.

Your care and comfort are important to us and our clinical teams are making these decisions carefully to ensure that your care needs will continue to be met at the receiving facility.

### 3. What precautions are in place to ensure I'm not at risk from COVID-19?

Preventative measures remain in place to reduce the risk of COVID-19 within hospitals. This includes screening of staff and visitors, appropriate personal protective equipment, and enhanced cleaning and disinfecting.

In addition, all direct care workers are required to be vaccinated against COVID-19 or submit to regular testing further protecting patients and visitors.

The health and safety of patients is our top priority, and as such, all precautions and standards continue to be met.

### 4. How will this impact my ability to have visitors?

Visitor guidelines allow for some visitation in facilities across the province. More information on visits is available [here](#). Additional information will be provided by your care team.

**5. What are my options?**

Your safety is our primary focus. Our first priority is to ensure that we provide the appropriate environment of care for you.

We are also working to ensure all Manitobans have timely access to the care they need. At this time, a transfer to another hospital will provide you with the care you require.

**6. Will I be charged for the transfer?**

No, transportation will be organized by the hospital, in collaboration with your family.

You will not be charged for your transportation to the hospital, or for the return trip to your home community when you are ready to be discharged.