

## Information for Admitted Patients – Potential Transfer

### Welcome

We are committed to providing you with the best possible care during your stay in our facility. We are also working closely with facilities across Manitoba to support ongoing access to health care for all Manitobans.

### Your Stay

During this time of increased patient demand related to rising COVID-19 activity, we are making every effort to provide care for COVID patients as well as all other Manitobans who require timely access to a hospital bed, surgery or other health service.

To protect our ability to care for all Manitobans, protocols are now in place that will permit patients to be transferred to the most appropriate facility for ongoing care. This means that, while you have been admitted to our facility, if your care needs can be met at another location, you may be transferred so that we can maintain capacity in our facility for sicker patients.

### Why are patients transferred to another facility?

Manitoba hospitals are preparing for an increase in COVID-19 activity, which is likely to increase the number of patients admitted for care in hospital.

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.

### How does the transfer work?

Each patient is carefully matched by their care team to the appropriate available bed. This work will ensure that the expertise and supports that you need, are in place, at your receiving location.

If you are identified as appropriate for a transfer, you will be informed in advance of your planned move. The location, and any information related to the facility where your care will continue will be shared with you.

Your transportation will be provided by a clinical team that is matched to your care needs to ensure your safety and continuity of care during the transfer.

Your transportation between facilities will not result in any personal cost to you.

Your care team will work with you to ensure that, when you are prepared for discharge, you know your options for your transportation home/to your community and are provided with the appropriate resources to support a safe transition.

## When will I be informed if I'm going to be transferred?

You will be informed that you have been identified as appropriate for transfer as soon as your clinical team makes that determination.

As soon as details related to your transfer are confirmed, they will be shared with you. This will include details on your receiving location, transfer plans, anticipated transfer timeline and specific supports available to you at the receiving facility.

## What can I expect at the new facility?

You will continue to be cared for by a professional and compassionate team. Health care facilities across Manitoba regularly care for very ill patients.

As part of our planning for your transfer, we will share details of your care with the care team at your new facility. This planning will ensure the services you need to support your recovery are available to you.

## Where can I find more information?

Supports appropriate to your individual circumstance are available to you across the province. This may include patient relations, Indigenous Health, or language access services. Please ask your care team for contact information.

Visitor information will be provided to you by your new facility. This will include information related to both in person and virtual visitation.

For other information, or if you have questions, please speak with your care team or patient relations.

The above information has been reviewed with me.

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Patient or Alternate  
Decision -Maker

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Care Team

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Date