

October, 2021

Attention: Patient/Family Member

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.

You have been identified as a candidate for transfer to another facility.

Please be assured that facilities across the province manage the care of sick and recovering patients each and every day. They are equipped and staffed to support the recovery of a wide range of care.

Clinical teams are carefully matching each patient to an appropriate available bed. As transfer plans are confirmed your care team will be able to provide you with additional information about your receiving facility, the care team and the supports available to you. They will also provide you with a contact at your receiving facility so that your family is able to keep up to date with your care.

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.

The transport between facilities – and when you are ready to go home – will not result in any personal cost to you. When your care team has determined that you are ready for discharge, you will be supported in coordinating your transportation home and provided with the appropriate resources to support a safe transition.

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.

While we understand you may prefer that a transfer not occur, our clinical teams are working provincially to ensure access to care for all Manitobans. Your care will continue to be provided by a compassionate and highly-skilled care team.

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