

## **Patients Impacted by IMS Directive: Guidelines for Patients Returning Home**

### **Situation**

In light of the unprecedented pressures on the healthcare system, patients have been transferred outside of their home communities to receive required health care. These patient transfers were a result of regional IMS orders, which were essential for maintaining health care capacity during the pandemic.

While there may be patients who require support to transfer to another health care facility closer to home, it is anticipated that others may be discharged and will need support to return home. For those that require repatriation to other health service providers (acute, sub-acute) further future direction will be provided.

### **Guidelines**

1. Receiving hospitals are responsible to provide appropriate discharge planning for all patients, including those transferred from out-of-region.
2. Appropriate discharge must include arranging safe transportation home at no cost to patients impacted by an IMS Directive while ensuring required discharge supports are in place.
3. The mode of transportation home should be consistent with the patient's condition (e.g., COVID+, frail) and their needs.
4. If a patient is deceased, the receiving hospital will assist the family in making appropriate arrangements and support for any associated transportation costs will be managed by the hospital. There will not be any financial burden on the family for the transfer of remains.
5. Transportation home should be arranged by the receiving hospitals through their usual processes (i.e., non-urgent transportation providers). Please do not contact CritiCall, local Paramedic Services or Ornge for these trips.
6. Patients requiring discharge supports in their home location will have supports coordinated through the Home and Community Care Support Services discharge planners at the hospitals who will liaise with the Home and Community Care Support Services that covers their home location.
7. Hospitals are to include the related expenses for the return trip of any IMS directed patient transfers in the hospital's monthly incremental COVID expense report. Please include a short narrative regarding the transportation arrangements made and specify the cost related to IMS repatriation.