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Dear North East Non-Urgent Patient Transportation Partners:

We are very pleased to report that a phased implementation for our region's new Non-Urgent Patient Transportation (NUPT) model is now being put in place by the North East Non-Urgent Patient Transportation Leadership Working Group. The model focuses on the need to replace EMS-delivered long-distance patient transfers with a non-ambulance alternative that will enhance the patient experience, improve care coordination and benefit all providers. (Note – this is for patients who meet the Provincial criteria as a non-urgent patient as identified by the sending hospital.)

We wanted to give you this update before we more broadly communicate this development in the coming days.

The initial routes, listed below, were selected based on readiness of the affected areas and providers to adopt and support the new model:

1. Elliot Lake to Espanola to Sudbury (route length of 165 km)
2. Mindemoya to Little Current to Espanola to Sudbury (163 km)
3. Kapuskasing to Smooth Rock Falls to Timmins (166 km)
4. Cochrane to Iroquois Falls to Matheson to Timmins (224 km)

Note: these are two way routes into and out of the HUB centres. We are aiming to have these routes operational in early 2017.

Next steps will focus on finalizing the funding plan between the LHIN, participating hospitals and EMS; undertaking a procurement process; selecting a vendor(s); designing and establishing staffed patient holding areas in Timmins and Sudbury; and setting up the central NUPT dispatch function for the region.

As you are aware, a review of our Northeastern inter-facility non-urgent patient transportation was completed in June 2014. The model did recommend seven dedicated long-distance inter-facility routes using multi-patient vehicles to flow patients into and out of HUB hospitals. We see the initial implementation of the four noted routes as the first stage of a region-wide non-urgent patient transportation system implementation.

The NE LHIN continues to support this made-in-the-North collaborative effort to improve non-urgent inter-facility transfers across the region. This aligns with the patient-centred priorities of our strategic plan to increase coordination of care, so Northerners can get to and from the care they need.

We know there is widespread agreement that a patient-centred transportation system in Northeastern Ontario is absolutely necessary. The model proposed addresses current challenges such as a lack of transportation coordination, patient delays for return trips from appointments, patient flow blockage at HUB hospitals, and stranding of patient escorts after they accompany patients to other hospitals.

If you have any questions, please contact [philip.kilbertus@lhins.on.ca](mailto:philip.kilbertus@lhins.on.ca) or call 708-840-1080.

Sincerely,

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