

# Memorandum

**To:** Chief Executive Officers  
Hospitals

**From:** Alison Blair  
Assistant Deputy Minister  
Emergency Health Services

**Date:** March 18, 2020

**Subject:** The Provincial Transfer Authorization Centre (PTAC)  
Updated requirements during the current Novel Coronavirus  
(COVID-19) Pandemic

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Due to the evolving situation regarding the Novel Coronavirus (COVID-19) pandemic, the Ministry of Health (the ministry) is releasing this memorandum regarding the Provincial Transfer Authorization Centre (PTAC).

**Effective immediately**, all interfacility patient transfers, including emergency transfers, between Ontario hospitals require a PTAC issued Medical Transfer (MT) Authorization Number before transport. This is required for all methods of patient transport (air ambulance, land ambulance and private transfer service).

There is one exclusion to this memorandum as noted below:

- Federal Nursing Stations do not require an MT Number. Ornge will transcribe the screening questions and enter it into PTAC on their behalf. An MT Number will not be issued to the Nursing Station but will be maintained in the database for tracking purposes.

For Ontario hospitals, prior to arranging a transfer the sending facility must:

- 1) Login to the online PTAC portal, which is administered by Ornge, at <https://www.hospitaltransfers.com/transfer/login.aspx>.

**PTAC Memo – All Ontario Hospitals**

- 2) Complete the PTAC Screening Report. If the patient **does not** screen positive, an MT Number will be issued immediately.
- 3) If the patient is flagged positive, an MT Number will not be issued automatically. The sending facility is to contact the Ornge Operations Control Centre (OCC) to process the generation of an MT Number manually. Every effort to ensure a streamlined process will be made to avoid delay of an emergency transfer.

For more information, please refer to the Ornge PTAC Frequently Answered Question page at <https://www.hospitaltransfers.com/Transfer/faqnew.aspx>.

The ministry thanks you in advance for your compliance to this Memorandum which will further enhance Ontario's ability to track and manage COVID-19.

Sincerely,



Alison Blair  
Assistant Deputy Minister

- c: Dr. Homer Tien, President and CEO, ORNGE Air Ambulance  
Stuart Mooney, Director, Emergency Health Program Management and Delivery Branch, Ministry of Health  
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