

<b>Date:</b>	January 28, 2021
<b>To:</b>	NH Physicians, NH Leadership, Frontline Staff
<b>From:</b>	Mattie Clark, Northern Health Cardiac Triage Coordinator Jordan Oliver, Executive Lead, Emergency, Trauma and Transfer Services
<b>Re:</b>	Cardiac Education Prior to Transfer to Cardiac Tertiary Center

Northern Health cardiac patients requiring higher level of care services must be transferred to one of the five cardiac tertiary centers in the Province.

Recently, it has been noted by the tertiary sites that several NH cardiac patients have arrived with no personal belongings, clothing, ID, money, and with no return plan home post cardiac intervention once discharged. This has resulted in longer admissions at the receiving tertiary center and inappropriate repatriation requests. To support seamless cardiac transfers, staff and physicians from sending facilities must ensure cardiac patients and families receive the following education on how to prepare for their transfer.

**Cardiac Education to be completed *before* transfer:**

1. Ensure patients have their:
  - a. Personal Identification
  - b. Credit Card or Debit Card for return trip home
  - c. One small bag
  - d. Personal Medications
  - e. Glasses, contacts lenses, dentures, hearing aids, and mobility aids
2. Ensure patients have a discharge plan post cardiac intervention:
  - a. Patients are to arrange travel back to home community (i.e. private vehicle, commercial flight, NH Connections\* *Vancouver only at this time*)
  - b. Repatriation via air ambulance is only available for patients requiring additional acute care services **greater than 72 hours** post return transfer from tertiary center
    - i. Belongings must still be sent with patient for transfer even if repatriation required

Assistance is available for discharge planning for patients who are experiencing social or financial difficulties. If needed, ensure that patients have connected with their nurse, social worker, and/or Aboriginal Liaison.

For any transfer concerns or if escalation is required, please contact the NH Patient Transfer and Flow Office (PTFO) at **250-645-7896**. All other questions or concerns should be directed to:

Mattie Clark  
Northern Health Cardiac Triage Coordinator  
Email: [Mattie.Clark@northernhealth.ca](mailto:Mattie.Clark@northernhealth.ca)  
Tel: 250-565-5515  
Cell: 778-349-7126