May 18, 2021

Attention: Patients and/or Family Members

Manitoba hospitals are responding to an increase in COVID-19 activity.

To ensure we continue to have capacity to care for all patients who need to be admitted to hospital, care teams are working to share the increased patient demand across health-care facilities, in all regions of the province.

This means that, in times of increased demand on our hospitals, individuals whose care needs can be safely supported in a different hospital, may be transferred.

Every effort is being made to ensure patients are transferred to the closest available facility that can provide the right level of care. In some instances, where space is not available nearby, patients will be transferred to a facility in another health region.

**Your health and safety is our primary focus.** Manitoba hospitals have implemented every available preventative measure to protect patients from the spread of COVID-19. Strict infection prevention and control measures, enhanced cleaning protocols, visitor restrictions, personal protective equipment and daily staff screening are all in place.

In addition, all health-care workers are eligible to receive the COVID-19 vaccine and many have taken advantage of this protection.

Preparations will now begin in partnership with you and your family to support your safe transition to a different facility. Your care plan will be shared with the care team at the hospital where your ongoing care needs will be supported. Every effort will be made to ensure a smooth and safe transition.

If required, transportation will be organized by the hospital, in collaboration with your family. **You will not be charged for your transportation to the hospital, or for the return trip to your home community.**

While we understand you may prefer not to be transferred, if a transfer is necessary you can expect to continue receiving care from compassionate, highly skilled care team members for the duration of your treatment.

We understand you may have questions. We are committed to working with you and will keep you informed.

Thank you for understanding and your patience as we take every step possible to care for all Manitobans who need care in hospital.