Attention: ICU Patient Family Members

Manitoba hospitals are responding to an increase in COVID-19 activity, including an unprecedented increase in the number of patients admitted to our intensive care units.

We must maintain our ability to provide care for every patient that requires care in an ICU.

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.

This requires careful assessment of the needs of all patients to ensure they are cared for in the most appropriate setting, either within Manitoba or at an ICU outside the province where capacity is being made available to care for Manitoba patients.

Clinical teams are carefully matching each patient to the appropriate available ICU bed.

The critical care team completes patient assessments daily to identify medically stable patients who are appropriate for transfer. Should your family member be assessed by their clinical team and determined to be medically stable and appropriate for transportation to another ICU, they will be transferred.

Every patient is important to us and every patient deserves the best care available. For some patients, this may require a transfer to another ICU in Manitoba. For others, the critical care team may assess that a move to a facility outside the province is necessary in order to preserve access for all patients who need care in an ICU.

If a transfer is required, discussions will occur between the local care team and the care team at the receiving facility and arrangements will be made for the transfer of your loved one.

We are committed to working with you and will keep you informed.

While we understand you may prefer that a transfer not occur, the critical care team will make the determination of the most appropriate course of action for your loved one’s ongoing care. Whether in Manitoba or in a facility outside our province, we can assure you that your loved one will receive ongoing care from a compassionate and highly-skilled care team.

Should a transfer be deemed necessary, every effort will be made to ensure a smooth and safe transition to the receiving facility. You will be provided with the appropriate contact information for the receiving facility and can expect to be kept informed as to your loved one’s ongoing care.
You will also not incur any cost associated with a transfer, if one is required. In the event of a patient transfer out of province, you will be able to identify an essential care partner. This essential care partner will be supported with reimbursement for travel and accommodation costs if they decide to travel to the receiving jurisdiction in order to be nearby during the course of your loved one’s treatment. The decision to travel will remain your choice and your ability to visit will vary by facility and jurisdiction. **Full details on travel reimbursement, and a contact for more information, are available in the Frequently Asked Questions document.**

We understand you may have questions and we are committed to working with you to ensure you are kept informed.

Thank you for understanding and your patience as we take every step possible to care for all Manitoba patients in need of admission to an ICU.