

What to Expect During Transport

Why Your Child May Need Transport

If your child needs medical transport, it means they must be safely moved from one hospital to another. This is done by a specially trained team using a land ambulance or air ambulance. Your child is usually transported because they need care that is not available at the current hospital.

Before Transport

- Your child's care team will contact the SickKids ACTS team. They will explain your child's condition and work together to plan the transport.
- Your care team should explain why your child needs to be transferred.

The ACTS Team

- A team of two ACTS team members will arrive to safely transport your child. Team members are Registered Nurses (RNs) or Registered Respiratory Therapists (RRTs) with extra training in caring for sick babies and children during transport.
- They bring special equipment and medicines to care for your child before and during transport. They are supported by doctors from SickKids.
- The team will provide updates, share information about your child's condition, and ensure your child is safely prepared for transport.
- The ACTS team works with Toronto Paramedic Services (TPS) and other transport partners to provide safe transport.

During the Transport

- Your child will be safely secured in an isolette (for babies) or on a stretcher during the transport. They will continue to receive medical care on the way.
- A caregiver may be able to travel with the team. This depends on the space and the situation. Please think about motion sickness if you are joining the transport.

Arrival and Handover

- When you arrive at the destination hospital, the ACTS team will give a full report to the receiving team. This includes your child's condition and care given during transport.
- Every hospital unit has different policies about visiting and staying with your child. You will be updated and guided on the next steps.

How You Can Help

- Bring or ask someone to bring essentials: **comfort items, important documents, medications, phone charger.**
- Keep your phone nearby so staff can reach you.
- If you breastfeed: you may hand express or pump milk.
- Ask questions at any time. The priorities of transport are to provide care to stabilize your child and safely bring them to the medical care they need.

Getting to SickKids and Parking

- SickKids is in downtown Toronto on University Avenue, between Gerrard Street and Elm Street. The main entrance is at **170 Elizabeth Street.**
- Parking is available under the hospital. The garage entrance is on **Elm Street.**

Finding Your Way to Units at SickKids

Emergency Department (ED)

- Main Floor, Atrium (next to Starbucks).

Critical Care Unit (CCU)

The CCU includes the **Pediatric Intensive Care Unit (PICU)** and **Cardiac Critical Care Unit (CCCU).**

- 2nd Floor, Atrium.
- Take the **yellow Atrium elevators** to Level 2.
- Turn toward signs for "Critical Care Unit."
- Follow the **blue wall arrows** to "Critical Care Reception," then use the wall intercom to buzz in.

Neonatal Intensive Care Unit (NICU)

- 3rd Floor, Atrium.
- Take the **yellow Atrium elevators** to Level 3.
- Turn toward signs for "NICU".
- Follow the **blue wall arrows** and **blue baby signs**, then use the wall intercom to buzz in.



For more information about ACTS please visit our Family Information web page.

Glossary

Staff Involved in an ACTS Team Transport

Acute Care Transport Service (ACTS) Team: A transport team of two specially trained staff who safely transports your child. Team members are Registered Nurses (RNs) or Registered Respiratory Therapists (RRTs) with extra training in caring for sick babies and children during transport.

The team may include:

- **Transport Associate and Clinician in Training:** Team members who are training and working under supervision
- **Transport Clinician:** Team members who are fully trained to care for sick babies and children during transport
- **Toronto Paramedic Services (TPS):** Paramedics who work with the ACTS team to help with transport and safety

Medical Team Involved in Your Child's Care

Most Responsible Physician (MRP)/Attending Staff:

The doctor in charge of your child's care. They supervise the ACTS team and doctors in training.

Types of attending doctors:

- **Neonatologist:** a doctor with special training who cares for sick babies in the NICU
- **Pediatric intensivist:** a doctor with special training who cares for very sick or injured children in the CCU
- **Subspecialist:** a doctor with extra training in a specific area such as:
 - Brain doctors: Neurologists
 - Heart doctors: Cardiologists
 - Surgeons for children: General surgeons or cardiovascular surgeons
- **Fellow:** A doctor who has completed general training and is learning a specialty under supervision of attending staff physicians
- **Resident:** A doctor in training who works under the supervision of fellows and attending staff physicians

Departments at SickKids

- **Neonatal Intensive Care Unit (NICU):** The NICU cares for sick babies who need close monitoring and special care
- **Critical Care Unit (CCU):** Includes the PICU and CCCU. The CCU cares for very sick children who need close monitoring and special care
- **Pediatric Intensive Care Unit (PICU):** The PICU cares for very sick or injured children
- **Cardiac Critical Care Unit (CCCU):** The CCCU cares for children with serious heart problems
- **Emergency Department (ED):** The ED helps children who need urgent or emergency medical care
- **Pediatric wards:** Units for children who need hospital care but do not need intensive care. SickKids has different specialty wards for different needs



For the most up-to-date information about staying and visiting at SickKids, including any current restrictions, scan the QR code.