

Physician Resource Sheet for Home and Community Care Supports

What can Home and Community Care Support Services Champlain offer your patients?

- Access to a variety of services to facilitate care of patients in their homes
- Assessments to determine eligibility for long-term care, respite care, adult day programs, assisted living services for high risk seniors and completes applications where appropriate
- Assistance for your patients and their families to connect to local health or community services. Your patients can call 310-2222 or visit www.champlainhealthline.ca directly

Please contact us to discuss home or community care for those patients who have an acute or chronic care need that is not met with current treatment and supports.

What can Home and Community Care Support Services Champlain offer physicians?

- **Physician Priority Telephone Line:** Physicians can call **613-310-2222 and press '2'** to receive priority service from a Home and Community Care Support Services Champlain Information and Referral Specialist — available every day from 8 am - 8 pm. This service is available to physicians and their office staff.
- **Rapid Response Nurses** - For patients with complex medical needs, who are frail and in need of additional care, we may be able to provide support from our Rapid Response Nurses during the transition from hospital to home. These highly skilled, experienced registered nurses visit patients within 24 – 48 hours of discharge to review discharge plans and perform a medication reconciliation with patients and caregivers. Their report is shared with the physician after the review.
- **Nurse practitioners for palliative care** provide specialized expertise to support patients with end-of-life care.
- **Care connectors** help people to find a family doctor or nurse practitioner. Physicians can register with Health Care Connect and receive compensation in return for taking new patients.

What happens when I complete a referral to Home and Community Care Support Services Champlain?

When you refer a patient, the assigned Care Coordinator completes a comprehensive psycho- social, functional and health assessment. Our Care Coordinators are regulated health professionals with expertise in nursing, social work, occupational therapy, physiotherapy or speech therapy, who work directly with patients in hospitals, doctor's offices, communities, schools and in patients' homes.

Care Coordinators act as a health system navigator to arrange and coordinate services as well as assess for caregiver burden. They can also develop a comprehensive care plan with the patient and caregivers. The care plan may include direct Home and Community Care Support Services services and linkages to appropriate health and community resources, such as Meals on Wheels, transportation and day programs.

What services can be provided by Home and Community Care Support Services Champlain?

To assist with coordination of care for services in the home and community, many health professionals work at and with Home and Community Care Support Services:

Nurses: wound care, IV and injectable medication administration, palliative care, pediatric care and/or linkage to resources for chronic disease management, and teaching (e.g. COPD, CHF, diabetes, peritoneal dialysis)

Palliative Nurse Practitioners: consult and support primary care providers without replacing them in the direct care of their patients

Pharmacists: the Home and Community Care Support Services links to pharmacists for medication review and reconciliation, and medication counselling

Occupational Therapists: client independence and safety in the home through the assessment and treatment of activities of daily living, instrumental activities of daily living, assistive devices, lifts and transfers, and seating and mobility

Physiotherapists: strength, mobility, range, lifts and transfers for clients with hip and knee replacements, fractures, neurological or musculoskeletal conditions and management of chest conditions

Dietitians: nutritional counseling for clients with systemic diseases, unintentional weight loss, enteral feeds, wounds, ulcers, and upper and lower GI conditions

Speech Language Pathologists: swallowing, speech assessment and management for clients with neurological conditions, language, voice or fluency disorders

Social Workers: housing, finances, and neglect or suspected abuse (clients must be receiving other Home and Community Care Support Services)

Personal Support Workers: personal care assistance with activities of daily living, nutritional support, medication reminders, caregiver relief and activation

How to make a referral to Home and Community Care Support Services Champlain:

Complete a Medical Referral Form and send by fax at 613-745-6984 or 1-855-450-8569* OR

Call Home and Community Care Support Services Champlain at 613-745-5525 or 1-800-538-0520

* If you are a hospital physician, please use the fax number assigned to your hospital.

Resources:

Current and reliable health and community services available in the Champlain region are listed on www.champlainhealthline.ca

Several primary health care resource guides are available online: <http://resourceguides.champlainhealthline.ca>

Please use the following OHIP Billing Codes when working with Home and Community Care Support Services Champlain:

Home Care Forms

K070 Home care application

K038 Completion of Long-Term Care health report form

Home Care Supervision K071 Acute home care supervision K072 Chronic home care supervision

Conferences – Out-patients (may involve Home and Community Care Support Services)

K703 Geriatric out-patient case conference K700

Palliative care out-patient case conference K707

Chronic pain out-patient case conference K701 Mental health out-patient case conference K704 Paediatric out-patient case conference K702 Bariatric out-patient case conference

Case Conferences – Long-term Care Patients (may involve Home and Community Care Support Services)

K124 Long-term care/Home and Community Care Support Services – client case conference K705 Long-term care – high risk patient conference

Case Conferences – Convalescent Care Patients (may involve Home and Community Care Support Services)

K706 Convalescent care program case conference

Case Conferences – In-patients (may involve Home and Community Care Support Services)

K121 Hospital in-patient case conference