



If resident is symptomatic or experiences a change in health status, **STOP** and consider **LTC-CARES Hamilton!**

Review with LTC Physician or NP and obtain consent from resident/SDM/POA

EMERGENT



If this is an emergency, call 911

URGENT



NON-URGENT



Care at home, eConsult or Alternative Care Pathways\*

Call **905-521-5030** and ask for the on-call **LTC-CARES Doctor**

For more information visit:

[www.hfam.ca/clinical-pathways-and-evidence/ltc](http://www.hfam.ca/clinical-pathways-and-evidence/ltc)

Consider this service before calling 911 or transferring your resident to the Emergency Department.

**LTC-CARES (Consults And Recommendations from Emergent Services) Hamilton** is a 24/7 service that connects you with an Emergency Department Physician for an immediate consult and access to other related healthcare services.

\*See reverse for Alternative Care Pathways and other services.

**LTC-CARES Hamilton 24/7 call number: 905-521-5030**

Service	Process, Provider and Service Information		April 29, 2020
<b>Community Diagnostic Imaging (STL Diagnostic Imaging)</b>	<p><b>Provides all general radiology exams and all general and vascular ultrasound exams</b>  <b>Contact: 1-800-268-5804 8-5pm daily.</b></p> <ul style="list-style-type: none"> <li>• Same/next day service; depending on volumes, staffing, distance to travel. Technologists/sonographers start as early as 6am, with the majority of staff off the road by 4pm.</li> <li>• Extended service provision to weekends and adaptation of shifts/hours of operations and coverage may be considered as needs warrant.</li> </ul> <p><b>**STL Diagnostic Imaging staff follow all appropriate IPAC and regulatory standards to prevent and mitigate risk of transmission. This includes universal mask and face shield for every home and every resident examination. Every effort is made by staff to schedule COVID19 outbreak homes at the end of their shift.</b></p>		
<b>Laboratory Services</b>	<p><b>Life Lab serviced LTC homes:</b> (all except The Wellington, Macassa and Alexander Place – these homes rely on Dyna for samples/lab work):</p> <ul style="list-style-type: none"> <li>• Enhanced service offering <u>urgent afterhours bloodwork</u>: Call 1-888-221-2082 (<b>detailed process must be followed - found through reference below</b>)</li> <li>• Available tests include: CBC, potassium, sodium, chloride, glucose, urea, creatinine (eGFR), hs troponin, lipase, amylase, calcium, magnesium, phosphorous, albumin, AST, ALT, Bili total, prothrombin time/INR</li> </ul> <p><b>**LTC Physician/NP to complete MOH lab requisition and clearly indicate to deliver to SJH Core Lab, 4<sup>th</sup> Floor Luke Wing. LTC to include MD name and contact information, and must specify on the requisition that results be reported to the MD. A separate fax/phone number must be provided to do so.</b></p> <p><b>**LifeLabs cannot guarantee that an MLA assigned to the LTCH has not also serviced a LTCH in outbreak. However our MLA's wear full PPE when servicing every LTCH. For any LTCH whose protocol is to prohibit entry to an MLA that has serviced a LTCH in outbreak they will need to identify this in advance. LifeLabs will provide the home with blood and urine collection supplies and the RN/RPN will draw the samples, package with the appropriate requisition and send to the front entrance of St Joes Hospital by taxi.</b></p>		
<b>Pharmacology/ Drugs</b>	<ul style="list-style-type: none"> <li>• Normal saline IV bags (1L)</li> <li>• Morphine 1mg/mL injectable</li> <li>• Hydromorphone 2mg/mL injectable</li> <li>• Midazolam 5mg/mL injectable (LU 495 for palliative care)</li> <li>• Haloperidol 5mg/mL injectable</li> <li>• Doxycycline 100mg oral tablets</li> <li>• IM Ceftriaxone with 1% lidocaine without epinephrine for reconstitution</li> </ul>	<ul style="list-style-type: none"> <li>• Methotrimeprazine 25mg/mL injectable</li> <li>• Glycopyrrolate 0.2mg/mL injectable (LU 481 for palliative care)</li> <li>• Linezolid 600mg oral tablets (LU 362 when no IV access)</li> <li>• Rivaroxaban 15mg oral tablets (LU 444 for treatment of DVT)</li> </ul>	
<b>IV access/ hydration</b>	<ul style="list-style-type: none"> <li>• Each LTC home has an emergency box of medications and are able to report on what drugs are available during a LTC-CARES consultation. The above list is what has been recommended and is typically available, along with oral antibiotics from all major drug classes and other common oral medications.</li> <li>• Each LTC home has access to their emergency pharmacy who should be able to supply additional medications after hours as needed.</li> </ul> <p><b>LHIN HCC referral contact phone: 1- 800-810-0000 and Fax #: 1-866-655-6402</b></p>		
<b>Flu Response for ED diversion (FREDD) Program</b>	<ul style="list-style-type: none"> <li>• A team of advanced care paramedics available to help LTC team's with clinical capacity and skills-based needs such as access to IV starts and initiating hydration.</li> <li>• LTC homes must have a partnership with the FREDD program to access this help as they work under the medical directives of the LTC physician. This service will be available until the end of May with a possible extension beyond that. They are available 7 days per week between 0615 and 1815 @ 905-973-3440</li> </ul> <p><b>**If LTC homes are interested in discussing this program, please contact Joe Pedulla at <a href="mailto:joe.pedulla@hamilton.ca">joe.pedulla@hamilton.ca</a></b></p>		
<b>Community Palliative Care on Call Program (CPOC) Hamilton</b>	<p><b>24hr /day, 7 day/week Palliative Care Specialist phone support (905) 387-9495 for any physician in the community:</b></p> <ul style="list-style-type: none"> <li>• Daytime (9:00-16:30) ask for the Supportive Care Service</li> <li>• Evenings and weekends ask for Community Palliative Care on Call (CPOC)</li> </ul> <p><b>Examples of when to phone:</b> pain and symptom management that is beyond your level of comfort or patient is in an acute symptom crisis; traditional medications become unavailable and an alternative is required; system navigation or other pain and symptom questions; palliative sedation is being considered.</p>		
<b>Consultation or Diagnostic Test Requests, <u>Non-Urgent</u>:</b>	<p>Connect with LTC-CARES Program Nurse at either HHS or SJHH, dependent on day of the week coverage model below, to access the following non-urgent sub-specialties or diagnostic tests: General Internal Medicine Rapid Access Clinic (IMRAC/GIMRAC), Ortho, Geriatrics, Heart Function Clinic, and Firestone Respiriology Clinic. <b>HHS covers: Mon, Wed, Fri, Sun. / SJHH covers: Tues, Thurs, Sat.</b></p> <p><b>HHS LTC-CARES Program Nurse (0800-2000 daily): 905-521-2100 ext. 75785 Mobile: 905-870-6732</b>  <b>SJHH LTC-CARES Program Nurse (M-F 8-4pm): 905-522-1155 ext. 35063 Mobile: 905-870-3071</b></p>		

**Please access additional information on access and process, requisitions and referral forms through the following website: [www.hfam.ca/clinical-pathways-and-evidence/ltc](http://www.hfam.ca/clinical-pathways-and-evidence/ltc)**