



If resident is symptomatic or experiences a change in health status, **STOP** and consider **LTC-CARES Hamilton!**
New hours effective Nov. 2nd 2020 - 0900 to 2100 hrs

Review **resident** with LTC Physician/NP to determine if LTC-CARES is an option (**urgent care**)

EMERGENT



If this is an emergency, call 911

URGENT

1. Obtain consent from resident/SDM/POA
2. LTC Physician or NP **MUST** be available to speak to ED Physician



NON-URGENT



Care at home, eConsult or Alternative Care Pathways*

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

Hospital on-call for LTC CARES:	HHS days: 0900-2100	SJHH days: 0900-2100
Days of Week:	<ul style="list-style-type: none"> • Monday • Wednesday • Friday • Sunday 	<ul style="list-style-type: none"> • Tuesday • Thursday • Saturday
Fax the following: 1. Transfer sheet 2. Brief assessment 3. MAR	On HHS days (as above) • Fax to: 905-570-8980	On SJHH days (as above) • Fax to: 905-521-6155
Nursing Contact Information:	Mon to Fri 8am to 4pm (holidays excluded) Mobile: 905-870-6732	Mon to Fri 8am to 4pm (holidays excluded) 905-522-1155 ext. 35063 Mobile: 905-870-3071

For more information visit: www.hfam.ca/clinical-pathways-and-evidence/ltc
 Consider this service before calling 911 or transferring the resident to the Emergency Department.
LTC-CARES (Consults And Recommendations for Emergency and Support Services) Hamilton a service available 0900 to 2100 hrs daily connecting you with an **Emergency Department Physician for an immediate consult** and access to other related healthcare services.
 *See reverse for **Alternative Care Pathways**

LTC-CARES Hamilton Call #905-521-5030 0900 to 2100 hrs daily

Service	Process, Provider and Service Information Updated October 23 2020	
Community Diagnostic Imaging (STL Diagnostic Imaging)	<p>Provides all general radiology exams and all general and vascular ultrasound exams</p> <p>Contact: 1-800-268-5804 8-5pm weekdays.</p> <ul style="list-style-type: none"> 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. Extended service provision to weekends and adaptation of shifts/hours of operations and coverage may be considered as needs warrant. <p>**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.</p>	
Pharmacology/ Drugs	<ul style="list-style-type: none"> Normal saline IV bags (1L) Morphine 1mg/mL injectable Hydromorphone 2mg/mL injectable Midazolam 5mg/mL injectable (LU 495 for palliative care) Haloperidol 5mg/mL injectable Doxycycline 100mg oral tablets IM Ceftriaxone with 1% lidocaine without epinephrine for reconstitution 	<ul style="list-style-type: none"> Methotrimeprazine 25mg/mL injectable Glycopyrrolate 0.2mg/mL injectable (LU 481 for palliative care) Linezolid 600mg oral tablets (LU 362 when no IV access) Rivaroxaban 15mg oral tablets (LU 444 for treatment of DVT) <hr/> <ul style="list-style-type: none"> 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. Each LTC home has access to their emergency pharmacy who should be able to supply additional medications after hours as needed.
IV access/ hydration	<ul style="list-style-type: none"> LHIN Home and Community Care (HCC) is available to provide IV insertion service with a turnaround time of a few hours for a new patient. LHIN HCC referrals need to be received by 7pm for same day insertion. Time is needed to open a file, secure a nurse and get needed supplies. A referral to LHIN HCC is required. <p>LHIN HCC referral contact phone: 1- 800-810-0000 and Fax #: 1-866-655-6402</p>	
Community Palliative Care on Call Program (CPOC) Hamilton	<p>24hr /day, 7 day/week Palliative Care Specialist phone support (905) 387-9495 for any physician in the community:</p> <ul style="list-style-type: none"> Daytime (9:00-16:30) ask for the Supportive Care Service Evenings and weekends ask for Community Palliative Care on Call (CPOC) <p><u>Examples of when to phone:</u> 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>	
Consultation or Diagnostic Test Requests, Non-Urgent:	<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. HHS covers: Mon, Wed, Fri, Sun. / SJHH covers: Tues, Thurs, Sat.</p> <p>HHS LTC-CARES Program Nurse (M-F 8-4pm): Mobile: 905-870-6732</p> <p>SJHH LTC-CARES Program Nurse (M-F 8-4pm): 905-522-1155 ext. 35063 Mobile: 905-870-3071</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