

If a resident is symptomatic or experiences a change in health status, **STOP** and consider **LTC-CARES**.  
**Hours of Operation: 9 a.m. - 9 p.m.**



Review **resident's health status** with LTC Physician/Nurse Practitioner (NP) to determine if LTC-CARES is an option

**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 Emergency Department Physician



**NON-URGENT**



Care at home, eConsult or Alternative Care Pathways

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

<b>Hospital on-call for LTC-CARES:</b>	HHS days: 9 a.m. - 9 p.m.	SJHH days: 9 a.m. - 9 p.m.
<b>Days of week:</b>	Monday Wednesday Friday Sunday	Tuesday Thursday Saturday
<b>Fax the following:</b> 1. Transfer sheet 2. Brief assessment 3. Medication record	Fax to: 905-570-8980	Fax to: 905-521-6155
<b>Nursing contact information:</b>	Mon to Fri 8 a.m. - 4 p.m. (holidays excluded) Mobile: 905-870-6732	Mon to Sun 2 p.m. - 10 p.m. (holidays included) 905-522-1155 ext. 35063 Mobile: 905-870-3071

To learn more about LTC-CARES, visit <https://hfam.ca/clinical-pathways-and-evidence/ltc/> or visit [urgentcareontario.ca](http://urgentcareontario.ca) or call 1-844-CARE-844.

LTC-CARES (Consults And Recommendations for Emergency and Support Services) Hamilton is available 9 a.m. - 9 p.m. daily to connect with an Emergency Department Physician for an urgent consult and access to other related healthcare services.

