



Guide For Referring Partners - 2015

**PRO****VIDENCE**  
Healthcare

# Frequently Called Telephone Numbers

## Providence Hospital

Admissions Hotline	416-285-3744
Admissions Fax	416-285-3759
To reach a Patient (by extension)	416-285-4480
Business Office	416-285-3666 ext. 4224/4226
Outpatient Clinics and Services	416-285-3619

## Cardinal Ambrozic Houses of Providence

Admitting and Resident Information	416-285-3742
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## Adult Day Program

Adult Day Program	416-285-3803
Scotiabank Learning Centre	416-285-3666 ext. 4177

## Providence Healthcare Administration

Main Reception, Information	416-285-3666
Communications	416-285-3747
Human Resources	416-285-3621
Volunteer Services	416-285-3749
Foundation	416-285-3630
Foundation Toll-Free	1-866-285-3630

# Providence Healthcare's Guide for Referring Partners

*Providence Healthcare has developed this booklet to help you and your patients/clients and their families make important decisions about their care.*

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# About Providence

*At Providence Healthcare, we provide leadership within the health care system by helping people access and receive the care they need in the most effective way possible.*



Through Providence Hospital, we help adults of all ages rehabilitate after strokes, orthopaedic surgery, lower limb amputations or other complex medical conditions generally associated with aging. With the support of our partners in acute care and the community, we provide excellence in inpatient and outpatient rehab, flow and care. More than 5,000 people benefit from our innovative approaches each year. Our Ambulatory Services and Clinics promote ongoing recovery, healthy living, and sustained well-being to people in the GTA and beyond.

In our Hospital, we also help people approaching the end of life by providing exceptional, compassionate care in a supportive environment. Our Palliative Care program now offers full access with seven-day/week patient admissions. We also offer short-term respite admissions for palliative patients who require inpatient care before returning home to familiar surroundings to spend their final days.

In our Adult Day Program for people with moderate to severe dementia, we have the capacity to care for the most vulnerable clients, around the clock. Families, as well as the general community, have access to the support and education resources in our Scotiabank Learning Centre.

Our long-term care home, the Cardinal Ambrozic Houses of Providence, is home for each of our 288 residents. With a focus on quality of life and the implementation of best practices, the Houses provide the highest standards of comfort, care and safety for our residents.

With a Catholic legacy that dates back to 1857 when the Sisters of St. Joseph founded the original House of Providence in downtown Toronto as a refuge for the sick, poor, elderly and homeless, we work hard to ensure this tradition lives on at Providence and reflects the key attributes that have become our promise:

## Helping people. Healing lives.

Although our services support all age groups, we have a particular focus on caring for adults who are facing the unique health conditions and challenges associated with aging.

Our interprofessional teams work together to ensure that the medical, physical, spiritual and emotional needs of our patients, residents and clients are met, involving the family in recovery and treatment as an important part of our philosophy of care.

*Our goal is to help people flourish at Providence and at home.*

## OUR CAMPUS

Providence Healthcare is located in Toronto's East End on 21 acres in a park-like setting, just steps from the Warden Subway station at St. Clair Avenue East.

During the warmer months, our guests can enjoy the spacious grounds, walkways, the many sitting areas for resting, and shady trees for comfort. Within our doors, we have made every effort to create a modern, home-like and welcoming environment.

The Providence campus has ample parking with short-term and monthly parking payment systems and metered parking for short-stay visits.

Turn to the following pages to learn more about the Guest Services designed to support your patients, clients and their families and caregivers.

Anyone who experiences this care will find that it is rooted in a spirit of community that touches the hearts and souls of all those who encounter us.

## GUEST SERVICES

There is a wide range of convenient guest services and amenities offered to the Providence community.

Below is a list of the ongoing conveniences and services. Please note that availability and pricing, where applicable, is subject to change. Please check on our website for the latest information. Patients or residents will receive more details of these services in their Patient or Resident Guidebook, provided on admission.

### *Pharmacy*

Providence's on-site retail Pharmacy is available to assist patients and families with their medication needs during the discharge process, to ensure the return home is as simple and worry-free as possible. Call 416-285-3666 ext. 3805.

### *Hairdressing/Barbering Services*

Located in the Houses of Providence on the 1st Floor, the Hair Salon/ Barber is available to patients and residents. Hours of operation are 9 a.m. – 4 p.m., Tuesday, Thursday and Friday. Call 416-285-3666, ext. 4292 to make an appointment.

### *Seasons Café*

The cafeteria is located in Providence Hospital, A Wing, on the 1st Floor. It offers a range of healthy, delicious and nutritious meals, including a fresh salad bar, chef's hot table, deli counter, daily soup and pizza specials, snacks, and hot and cold beverages. Hours of operation are 11:30 a.m. – 2 p.m., Monday – Friday.

### *Scotiabank Learning Centre*

This public resource centre is for people learning to cope with life-altering illnesses and for caregivers looking for information on such illnesses as Alzheimer's disease, stroke, diabetes, heart disease, arthritis and Parkinson's disease. All services are free-of-charge. Hours of operation are Monday – Friday from 8 a.m. – 4 p.m. or by appointment by calling 416-285-3666, ext. 4177.

### *Diagnostic Services Suite*

Conveniently located in Providence Hospital on the 5th Floor, the bright and spacious Diagnostic Services Suite's radiography systems produce instant, high-resolution digital images. We also offer ultrasound, vascular/ doppler studies and 2D echo.

### *Internet Café, donated by Bell*

The warm and welcoming Internet Café helps patients connect with family and friends, stay on top of personal finances, and get the daily news. Adaptive devices make it easier for patients with physical challenges to surf the Internet and play computer games. Open daily from 8:30 a.m. – 9 p.m. in Providence Hospital on the 3rd Floor.



*Tim Hortons*

Located at the main entrance to Providence Hospital, the Tim Hortons kiosk serves baked goods and bagels, breakfast sandwiches and wraps, oatmeal, yoghurt and berries. There is also a 'grab 'n' go' section stocked by our cafeteria with soups, sandwiches, salads and some popular entrees.

*Toyota Canada Motor Skills Clinic*

This unique clinic recreates an external streetscape with walkways and curbs, a crosswalk, grass surfaces and a Toyota Venza. By bringing the challenges of the outdoors into a reassuring environment, patients safely relearn the day-to-day skills they will need once they are discharged. Located in Providence Hospital on the 1st Floor.

*Spiritual and Religious Care and Chapels*

Chaplains are available to help meet spiritual and religious care needs. There are chapels within both Providence Hospital (3rd Floor, with access from the 4th and 5th Floors) and the Houses of Providence, offering Catholic Mass as well as other religious services. Call 416-285-3666, ext. 4048 for more information.

*Library*

Available to all patients and residents. Located in the Houses of Providence on the 2nd Floor in the activity room (west side).

*Telephone and Television Rental Service*

Available to all patients and residents. Contact Hospitality Network Services on-site at 416-285-3675. Order Forms for Hospitality Network Services are available on each floor of the Hospital and the Houses of Providence.

## PAY-ON-FOOT PARKING

Beginning in the Fall of 2015, Providence Healthcare will use a 'pay-on-foot' parking system. Revenue from parking is used towards providing security services and ongoing maintenance within the parking lots.

### The payment system works two ways:

#### Method 1:

1. When entering the parking gate, insert a credit card.  
The gate will open.
2. Pay as you leave at the exit terminal by inserting the same credit card you used at the entrance gate. The machine will calculate your time and charge your card the appropriate amount.

#### Method 2:

1. Take a ticket from the machine at the gate when entering the parking areas, and keep the ticket with you
2. Pay "on foot" before returning to your vehicle. There are pay stations at five locations: the entrances to Providence Hospital, the Outpatient Clinics, the D Wing, the Houses of Providence, and at the exit gate.
3. At the pay station, insert your entry ticket into the indicated slot.  
The machine will indicate the cost of parking for the time you have used.
4. Following the instructions, insert cash or credit card to pay the indicated amount.
5. Take your exit ticket from the pay station.
6. Drive to the exit and insert your exit ticket into the terminal and the gate will open.

Weekly, Monthly and Family Passes will also be available.

### How to Get To Providence

**If you're driving:** Providence Healthcare is located at the north-west corner of St. Clair Avenue East and Warden Avenue.

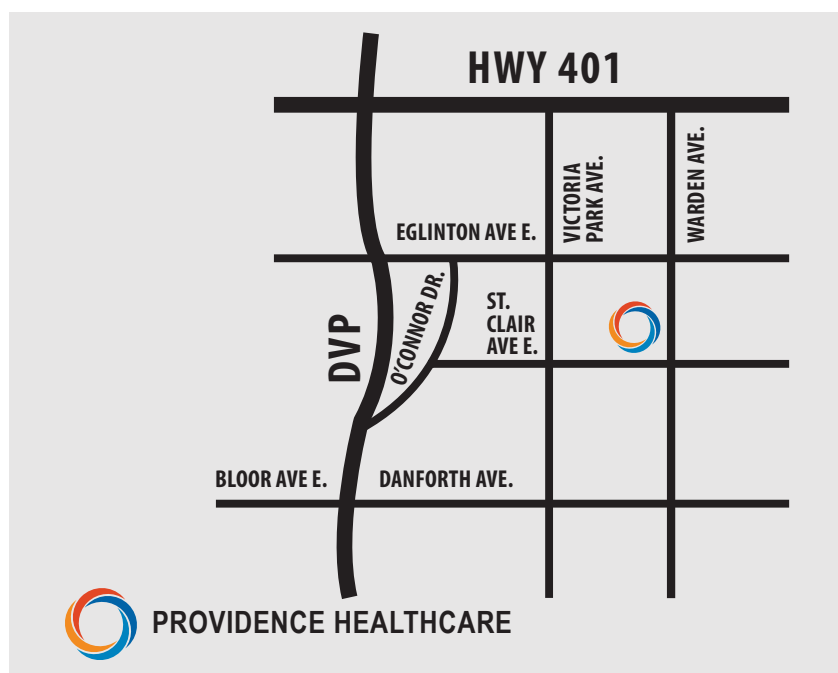
From Hwy 401...exit at Warden Avenue and head south to St. Clair Avenue East. Turn right (west) to our entranceway.

This route should take about 10 minutes in good driving conditions. From the Don Valley Parkway, coming from downtown...exit at Don Mills Road South. Travel east along O'Connor Drive, which divides into St. Clair Avenue East after the Woodbine Bridge. From the DVP, this route should take about 20 minutes in good driving conditions.

From the Don Valley Parkway, coming from the north...exit at Eglinton Avenue, travel east until you reach Warden Avenue and turn south on Warden until you reach St. Clair Avenue East. Providence is west of Warden on St. Clair Avenue East.

Customize a map and directions to our facility from your location at [www.mapquest.com](http://www.mapquest.com)

**If you're taking the TTC:** The Warden subway stop is on the Bloor-Danforth line. You can walk or take a cab one block northwest to Providence Healthcare, or take the O'Connor (70) bus west from Warden subway station, two stops. Please note that the walk is challenging for anyone who has mobility or health problems.



## REHABILITATION - INPATIENT

Providence Hospital is one of Ontario's largest post-acute hospitals providing inpatient and outpatient rehabilitation services to assist people in returning safely home. Our goal is to provide seamless, integrated care when a patient requires our services. We accept physician or Nurse Practitioner referrals from the community and/or from hospital for those recovering from major illness or surgery.

We offer rehabilitation in two streams:

1. **Inpatient:** For individuals who require an inpatient rehab stay, with the primary goal to improve and optimize their functional independence in order to return home safely.
2. **Outpatient:** For individuals who do not require an inpatient rehab stay, for those who have returned home after completing our inpatient rehab program and/or for those individuals at home in the community. The outpatient clinics and services are designed to promote recovery while living at home.

### Referral to Providence Hospital's Inpatient Rehab Program

Providence Healthcare is a member of the GTA Rehab Network and has been involved in the development and implementation of admission guidelines and definitions that are applied consistently across our sector. The guidelines provide criteria to help determine if an individual is a candidate for inpatient rehab, if they are medically stable and if they are ready for rehabilitation. The guidelines are available at: [www.gtarehabnetwork.ca](http://www.gtarehabnetwork.ca).

A complete referral form will assist in a timely and efficient review process. Our goal is to review all completed referrals on receipt. Referrals are received and reviewed centrally by our Patient Flow and Admissions Team. Upon review of your referral, they will decide the most appropriate rehabilitation location for your patient, taking into account the needs of the patient as well as internal resource availability.

## INPATIENT REHAB

Our rehabilitation programs focus on engaging our patients, clients and their families, with the interventions, treatment, resources and supports to optimize recovery, keep people safe and able to flourish at home.

### PROGRAMS INCLUDE:

*Stroke and Neuro Rehab  
Orthopaedic and Amputee Rehab  
Geriatric and Medical Rehab*

Our programs are supported by skilled interprofessional teams including Registered Nurses, Registered Practical Nurses, Occupational Therapists, Physiotherapists, Therapeutic Recreationists, Social Workers, Dietitians, Speech Language Pathologists, Pharmacists and Physicians. All patients and families are engaged in identifying goals, planning care and the ongoing review of progress planning and discharge.

At Providence, planning for discharge starts as early in the trajectory of recovery as possible. An important part of the process is establishing an expected date of discharge and identifying potential barriers to discharge so that the patient/family and team have time to resolve the barriers and to best prepare for the transition to home.

Standard Facility Admission Criteria for Inpatient Rehab:

- Medically stable adult over 19 years of age
- Defined rehabilitation goals
- Confirmed discharge plans
- Motivated, cooperative and willing to participate in activities
- PICC lines and IV's accepted
- Able to tolerate 30-60 minutes of therapy at least three to five days per week, as well as participate in additional self-directed and group therapeutic activities

We are unable to accept the following:

- Individuals requiring NG tubes, TPN, or ventilation
- Individuals with active TB
- Individuals with severe, active mental health issues, and/or behavioural difficulties that would impede the care process for themselves or others
- IV chemotherapy
- High Intensity oxygen needs

We can service the following special needs in limited numbers in our rehabilitation programs:

- Therapeutic surfaces/mattresses
- CADD Pumps
- Peritoneal dialysis
- Bariatric equipment
- VAC wound therapy
- Suctioning machines
- Supplemental Oxygen
- G-tubes, PEG tubes

*If you have any questions please call our  
Admissions Hotline at 416-285-3744.*

### Process for Referral to an Inpatient Rehab Program at Providence

#### ► Step One

Please submit a referral for your patient electronically through the Resource Matching and Referral System or e-stroke (where available) or by completing and faxing the GTA Rehab Network Rehab/CCC Referral and Functional Assessment Forms, available at [www.gtarehabnetwork.ca](http://www.gtarehabnetwork.ca).

Completed forms should be faxed to our Admissions office at: 416-285-3759.

**Please indicate if private or semi-private accommodation is being requested.**

### ► **Step Two**

Providence Hospital has a centralized referral review process for all of our inpatient programs. Our Patient Flow and Admissions Team will review your referral. If there are any recommended changes to the service you have requested, these will be discussed with you. You will be notified within two business days of the decisions concerning your referral.

### ► **Step Three**

When the referral is accepted, our Admissions Team will contact you to arrange the admission for your patient as soon as a bed is available. If the bed offer should be made to the patient or substitute decision maker waiting in the community, please indicate clearly on the referral with their contact information.

Please call the Admissions Hotline at 416-285-3744 if there are any changes to your contact information or the status of your patient's referral. In particular, any infection control needs should be communicated as early as possible in order to ensure that your patient is placed in the most appropriate environment. Special dietary needs should be communicated clearly prior to admission, so that we can confirm that they can be accommodated.

To promote continuity in patient care, please provide, as able, relevant investigations, consultation reports, diagnostic and lab work, as well as booked follow-up appointments, if known. The specific information is listed on the GTA Rehab Network's web site under 'Tools for Professionals' - Discharge Planning.

#### **A Note About ONE Mail**

ONE Mail is an email service developed by eHealth Ontario that lets health-care professionals communicate patient information quickly, confidently and securely between registered users.

Providence Healthcare subscribes to this service. If your organization participates, you may use this service to communicate with employees at Providence.

Email transmitted using the ONE Mail private network allows users to exchange personal health information. Email communications are automatically encrypted while traversing the eHealth Ontario Network.

#### **Providence Hospital – Preferred Accommodation**

While some patients prefer the social aspect of a shared hospital room, others may prefer semi-private or private accommodations which provide a quieter environment. Other benefits of a preferred room may include having guaranteed access to a window for natural lighting and fewer individuals sharing a bathroom.

Extended health insurance plans may cover the costs - or some of the costs - of preferred accommodation in rehab hospitals. Let your patients know they can also choose to pay privately for the preferred accommodation they are interested in.

*To ensure your patients' accommodation requests are accommodated right from the start of their rehab journey, we encourage you to indicate your patients' interest for preferred accommodation at the time of application to Providence Healthcare.*

You can do this by indicating your patients' preferred accommodation requests and relevant insurance information on the application, or by contacting our Admissions Hotline at 416-285-3744. Upon admission, one of our Admissions Team members will meet with your patients and/or their family members to confirm the information we have received, and to follow-up with them on their preferred accommodation requests.

*If you have any questions and for current preferred accommodation rates, you may direct your patient to call our Admissions Hotline at 416-285-3744.*



## Useful Information

When advising patients about transfer to Providence Hospital, please note the following useful information. Transportation costs to and from external appointments are the responsibility of the patient/family. Providence does not provide staff escorts or arrange transportation.

Patients being admitted to Providence Hospital should bring along the following items for their inpatient admission:

- Ontario Health Card
- Health insurance information
- Family Physician information
- Comfortable casual clothes/shoes for therapy
- Comfortable robe, pyjamas or nightgown and slippers.  
Hospital gowns are provided, but most people prefer to wear their own clothing.
- Toiletries (e.g. toothbrush, toothpaste, shaving supplies, shampoo - these items can also be purchased in the pharmacy)
- (If desired) Small amount of cash, not exceeding \$20

Although we work hard to maintain a secure environment, we are not responsible for cash and personal belongings that may go missing.

***PLEASE NOTE:** Providence Hospital also offers the following clinics for inpatients:*

### Dental Clinic

Services include examination, cleaning of natural teeth and dentures, fillings, extractions, making of dentures, repair, relining and labeling of dentures by a Dentist. Please note that there is a fee for service.

### Eye Clinic

Services provided by an Ophthalmologist include: examination, vision testing for prescription eyeglasses, treatment of infections, funduscopy and screening for glaucoma and other medical conditions and referral for surgery.

### Dermatology Clinic

Services provided by a Dermatologist include: examination and treatment of skin problems, rashes, non-healing sores or wounds, screening for skin cancer, liquid nitrogen freezing for minor surgeries and referral to plastic surgery.

### Cardiology Clinic

Services include assessment and treatment of cardiac conditions by a Cardiologist.

*For more information regarding these clinics and services please visit our website or call: 416-285-3619.*



## OUTPATIENT CLINICS AND SERVICES

The Outpatient Clinics and Services provide community-based programs, with a strong focus on the needs of both individuals and their caregivers. Building strong community networks and connections is a key priority for Providence Healthcare.

### Stroke and Neuro Clinic

The Stroke and Neuro Clinic offers assessment and rehabilitation services to: individuals with recent strokes who have been discharged from Providence Hospital or directly from acute care centres; as well as to individuals with neurological conditions who completed inpatient rehab at Providence Hospital. Services include physiatry, physiotherapy, speech language pathology, occupational therapy, social work, nursing and therapeutic recreation (individual and/or group setting). GTA Rehab Network Outpatient/Ambulatory Rehab referral forms can be faxed to our Admissions Office: 416-285-3759.

### Orthopaedic and Amputee Clinic

The Orthopaedic and Amputee Clinic offers consultation, assessment and rehabilitation services to outpatients of Providence Hospital, acute care hospitals, and individuals living in the community with acute musculoskeletal injuries and amputation. Services include pain management, physiotherapy (group and/or individual sessions) and occupational therapy. To send a referral, GTA Rehab Network Outpatient/Ambulatory Rehab or Elective Knee or Hip referral forms can be faxed to our Admissions office: 416-285-3759.

### Amputee Assistive Devices Clinic

The amputee team consists of the Physician, Prosthetist and Rehab Assessor (Occupational Therapist/Physiotherapist). Services offered by the amputee team include a client-centred assessment of prosthetic readiness and eligibility for assistive devices funding. Prosthetic prescription is based on discussion and recommendations of all amputee team members including the client. To send a referral, the GTA Rehab Network Outpatient/Ambulatory Rehab referral form can be faxed to our Admissions office: 416-285-3759.

### Assess and Restore Services

The Assess and Restore Services provide a wide range of services to primarily geriatric clients, aged 60 and up or those younger than 60 who present with geriatric conditions/symptoms, living in the community, requiring outpatient and community supports.

### Falls Prevention Clinic

The Falls Prevention Clinic is a client-centred, holistic program that offers comprehensive falls risk assessment, mobility assessment, and an individualized treatment program for people who have a functional loss as well as identifiable rehabilitation goals. This program is available to outpatients of Providence Hospital and individuals living in the community. Services include occupational therapy and physiotherapy, with the focus to maximize an individual's capability and safety while living in the community. To send a referral, the GTA Rehab Network Outpatient/Ambulatory Rehab referral form can be faxed to our Admissions office: 416-285-3759.

### Geriatric Medicine Clinic

The on-site Geriatric Medicine clinic is staffed by a Geriatrician and sees clients with complex medical needs and provides them with a comprehensive medical assessment, consultation, treatment and linkage back to the primary care physician or referral source. The Geriatrician will facilitate linkages with Providence Healthcare's Frailty Intervention Team (FIT), Mental Health Support Service, Medication Management Service and Community Outreach services, and will refer to the inpatient Geriatric and Medical Rehabilitation units as needed.

### Frailty Intervention Team (FIT)

The on-site FIT consists of an interprofessional team including a Primary Care Physician, Pharmacist, Physiotherapist, Occupational Therapist, Nurse and Social Worker. The mandate of the FIT is to assess geriatric clients presenting with acute, complex medical issues, and triage them accordingly to avoid unnecessary ED visits and improve outcomes. The physician provides triage, medical assessment, consultation, treatment, referral to a team of allied health professionals (where appropriate) and linkage back to the community physician or referral source. If warranted, the client can be admitted directly to Providence Healthcare's inpatient or outpatient programs.

**Medication Management Service**

This clinical Medication Management Service is provided by a Certified Geriatric Pharmacist and is designed to optimize therapeutic outcomes for individuals through a clinic or home-based assessment of all aspects of medication use. A comprehensive report is provided to the referral source, including an assessment, summary and recommendations.

**Geriatric Psychiatry Clinic**

A Geriatric Psychiatrist provides assessment, consultation and treatment to geriatric individuals who may have a mental health issue, a dementia syndrome, behavioural or psychosocial issues. Consultation typically occurs in the on-site clinic setting, however home visits may be arranged for homebound individuals, as needed.

**Community Outreach**

The Community Outreach service provides a comprehensive home-based assessment by an interprofessional team (Pharmacist, Occupational Therapist, Nurse, Physiotherapist and Social Worker) for geriatric clients with multiple complex medical, functional and psycho-social conditions in their home. This service provides client-specific recommendations to the Primary Care Physician or referral source and referral to community partners and services when appropriate.

**Standard Facility Admission Criteria for Rehabilitation in our Outpatient Clinics:**

- Medically stable
- Defined goals or assessment needs
- Reliable means of transportation
- Physically able to participate in program offered in addition to transportation time
- Motivated to attend and participate in program
- Support person available to assist with special needs (e.g. toileting needs, following therapy instructions)
- Connected with a family physician

More detailed admission criteria specific to each program can be found in the Program Description section that follows. If you have any questions please call our Admissions Hotline at 416-285-3744.

**Process for Applying to a Rehabilitation Outpatient Clinic at Providence****► Step One**

Please submit a referral for your patient by completing and faxing the GTA Rehab Network Outpatient/Ambulatory Rehab Referral Form, available at [www.gtarehabnetwork.ca](http://www.gtarehabnetwork.ca). Completed forms should be faxed to our Admissions office at: 416-285-3759.

**► Step Two**

Providence Hospital has a centralized referral review process for all of the above mentioned Outpatient Rehab programs. Our Patient Flow and Admissions Team will review your referral. If there are any recommended changes to the service you have requested, these will be discussed with you.

**► Step Three**

When the referral is accepted, the Administrative Coordinator from the requested outpatient clinic will contact you to arrange your first appointment.

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## PALLIATIVE

Palliative Care serves predominantly older adults experiencing the end stage symptoms of a terminal illness and life expectancy of greater than 30 days.

The interprofessional team includes a Physician, Registered Nurses, Registered Practical Nurses, Social Worker, Therapeutic Recreationist, Registered Dietitian, Pharmacist, and representative from Spiritual and Religious Care. Speech Language Pathology, Physiotherapy and Occupational Therapy are provided on a consultation basis only, to ensure safety, positioning, pain control and to support current function. Our focus is on optimizing patient comfort, supporting independence and participation in leisure and self-care activities. When possible, the team will assist patients to return to community palliative support. Involvement of families and friends is an important part of the care.

As part of our Palliative Care Program, we offer respite support to those caring for palliative patients at home. This service provides short-stay admissions of up to 14 days that allow families/caregivers time for rest and renewal; End-of-Life; Active Symptom/Pain Management; and Future Care (Back-Up Application). Please follow the referral process outlined on the next page.

Referral for this service requires the use of the Palliative Care Common Referral Form including life expectancy information. Patients and families must be aware of and consent to admission to a palliative program. Advance Care Planning information should be included with the application. Referrals can include back up applications that allow the patient to remain in the community until admission is required. Co-payment is not required for the first 90 days.

### Standard Facility Admission Criteria for Palliative Care:

- 19 years of age and older
- Requires pain and symptom management and support
- Diagnosis of a terminal illness – no longer requiring active medical investigation or treatment
- IV chemotherapy has been discontinued (continued need for chemotherapy for symptom management will require a clinic appointment and transfer to acute care clinics)
- Acceptance of a palliative plan of care, including DNR
- Continuous oxygen can be provided for comfort
- Does not require behaviour management or management of wandering
- No uncontrolled psychiatric illness
- A limited number of non-ventilated tracheostomy or G-fed patients are accepted
- Wound care needs
- Ostomy care needs

### Process for Referral to Inpatient Palliative Care at Providence

#### ► Step One

For Inpatient Palliative Care, Palliative Respite Care, End-of-Life, Active Symptom/Pain Management and Future Care (Back-Up): submit the Palliative Care Common Referral Form for your patient. For those with access to Resource Matching and Referral System, an electronic referral form should be submitted.

Completed forms should be faxed to our Admissions office at: 416-285-3759.

**Please indicate if private or semi-private accommodation is being requested.**

#### ► Step Two

Providence Hospital has a centralized referral review process for all of our inpatient programs. Our Patient Flow and Admissions Team will review your referral. If there are any recommended changes to the service you have requested, these will be discussed with you. You will be notified within two business days of the decisions concerning your referral.

### ► Step Three

When the referral for immediate admission is accepted, our Admissions Team will contact you to arrange the admission for your patient as soon as a bed is available. If the bed offer should be made to the patient or substitute decision maker waiting in the community, please indicate clearly on the application with their contact information.

For back-up applications, we will regularly contact applicants/family members. Applicants/family members are also encouraged to call our Admissions Hotline at 416-285-3744 should they determine that an admission is necessary or to update referral information.

Please call the Admissions Hotline at 416-285-3744 if there are any changes to your contact information or the status of your patient's application. In particular, any infection control needs should be communicated as early as possible in order to ensure that your patient is placed in the most appropriate environment. Special dietary needs should be communicated clearly prior to admission so that we can confirm that they can be accommodated.

In preparation for transfer to Providence Hospital, additional information will be required prior to or upon admission, including relevant investigations, status reports, treatment reports and booked follow up appointments.

#### A Note About ONE Mail

ONE Mail is an email service developed by eHealth Ontario that lets health-care professionals communicate patient information quickly, confidently and securely between registered users.

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### Providence Hospital – Preferred Accommodation

While some patients prefer the social aspect of a shared hospital room, others may prefer semi-private or private accommodations which provide a quieter environment. Other benefits of a preferred room may include having guaranteed access to a window for natural lighting and fewer individuals sharing a bathroom.

Extended health insurance plans may cover the costs - or some of the costs - of preferred accommodation in rehab hospitals. Let your patients know they can also choose to pay privately for the preferred accommodation they are interested in.

*To ensure your patients' accommodation requests are accommodated right from the start of their rehab journey, we encourage you to indicate your patients' interest for preferred accommodation at the time of application to Providence Healthcare.*

You can do this by indicating your patients' preferred accommodation requests and relevant insurance information on the application, or by contacting our Admissions Hotline at 416-285-3744. Upon admission, one of our Admissions Team members will meet with your patients and/or their family members to confirm the information we have received, and to follow-up with them on their preferred accommodation requests.

*If you have any questions and for current preferred accommodation rates, you may direct your patient to call our Admissions Hotline at 416-285-3744*



## Useful Information

When advising patients about transfer to Providence Hospital, please note the following useful information. Transportation costs to and from external appointments are the responsibility of the patient/family. Providence does not provide staff escorts or arrange transportation.

Patients being admitted to Providence Hospital for palliative care or respite should bring along the following items for their inpatient admission:

- Ontario Health Card
- Health insurance information
- Family Physician information
- Comfortable casual clothes/shoes for therapy
- Comfortable robe, pyjamas or nightgown and slippers. Hospital gowns are provided, but most people prefer to wear their own clothing
- Toiletries (e.g. toothbrush, toothpaste, shaving supplies, shampoo - these items can also be purchased in the pharmacy)
- (If desired) Small amount of cash, not exceeding \$20
- Small items from home that will bring them comfort such as photos, afghans, favourite pillows
- Radios and music are encouraged (please provide pillow speakers to ensure other patients are not disturbed)

Although we work hard to maintain a secure environment, we are not responsible for cash and personal belongings that may go missing.

## AMBULATORY SERVICES

The following services are available to the community. Where a physician's referral is required, or a fee for the service, these have been noted with the following symbols:




Physician's Referral Required



Fee for service

### Acupuncture

Acupuncture aims to restore and maintain health through the stimulation of specific points on the body. For appointments, call 416-285-3619. 


### Alzheimer Service

This service is offered several times per year in the Scotiabank Learning Centre. This service is for individuals and families who have had a recent diagnosis of dementia. Caregivers and family members can meet one-on-one or have family meetings with a counsellor. Call 416-285-3810 to leave a message on our Hotline. Your call will be returned within 24 hours.

### Arthritis Service (The Arthritis Society)


Providence is a host site for this clinic which is held twice a month by The Arthritis Society. It is open to anyone in our community who has a confirmed diagnosis of arthritis. Services provided by this clinic include: assessment, education, coping strategies, exercise instruction, as well as Stanford University's Arthritis Self-Management Program. For more information or to book an appointment please call: The Arthritis Society, 416-979-3353 ext. 3381.

### Audiology and Hearing Aid Dispensary Clinic (Canadian Hearing Society)


In partnership with the Canadian Hearing Society, services include: hearing tests, hearing aid evaluations and sales, hearing aid maintenance and repair, battery and accessory sales, communication devices and hearing aid counseling. Hearing Test is free. The clinic can be reached by calling 416-928-2558. 

### Chiropody Service (Foot Care)


On-site assessment, treatment and prevention of diseases or disorders of the foot by therapeutic, surgical, orthotic or palliative means by registered chiropodists. This includes treatment of common problems like corns, calluses, plantar warts, fungal or infected nails, ingrown or thickened toenails, athlete's foot, heel pain and diabetic or chronic non-healing ulcers. Orthotics, footwear and prescriptions for orthopaedic shoes are also provided.

For more information or to book an appointment please call: 416-285-3619. 


### Chiropractic Service

To relieve joint aches and muscle pains through a drug-free, hands-on approach to health care. For more information or to book an appointment please call: 416-285-3619. 


### Ear, Nose, Throat Clinic

Services include assessment and treatment of hearing loss, tinnitus, vertigo, oral pathology, facial pain and obstructive sleep apnea. The Physician works in collaboration with a certified Audiologist to complete hearing tests, wax removal and hearing aids. 


### Massage Therapy

Manipulation of soft tissue of the body to alleviate discomfort associated with occupational stresses, muscular overuse and many chronic pain conditions. For more information or to book an appointment please call: 416-285-3619. 

### Pain Care Clinic

The Pain Care Clinic services are provided by a Family Practice Physician who specializes in pain management and focuses on rehabilitation and providing people with tools to manage pain effectively. Individuals with conditions such as fibromyalgia, chronic pain, and headaches are suitable for the clinic. This clinic follows a holistic approach as it addresses the mind, body and spirit. Referral by physician only by calling 416-285-3619 or sending a fax to 416-285-3764. 

### Physical Medicine and Rehabilitation (Physiatry)

The specialized medical service is provided by a Physical Medicine and Rehabilitation Physician (Physiatrist) and encompasses the comprehensive diagnosis, management and rehabilitation of people of all ages with neuro-muskuloskeletal disorders and associated disabilities. Referral by physician only by calling 416-285-3619 or sending a fax to 416-285-3764. 

## LONG-TERM CARE

Providence Healthcare's Long-Term Care Program is provided through the Cardinal Ambrozic Houses of Providence. The home has a friendly, modern and stimulating environment, with round-the-clock nursing and personal care for residents who are frail, disabled or cognitively impaired. Within this Catholic-preferred home, there is a strong emphasis on religious and spiritual care.

### Program Features

- Designated as 'Catholic preferred' by Community Care Access Centres
- All religions welcome
- Interprofessional team includes an Administrator, Director of Care, Resident Care Managers, Registered Nurses, Registered Practical Nurses, Resident Assistants (personal support workers), Physicians, Physiotherapists, Activation Assistants, Social Worker, Dietitian, Chaplains, a Pharmacist and a Volunteer Coordinator
- Provides access to a wide range of Providence Hospital outpatient clinics (e.g. chiropody, eye, dental)
- Regularly scheduled recreation activities and outings
- On-site amenities include hair salon/barber shop, chapel, library, gardens and small tuck shop
- Eight themed activity rooms for restorative and therapeutic activities including a 'spa', wood-working, baking and container gardening
- Residents' Council and Family Council
- Volunteers assist with reading, friendly visiting, etc.

*PLEASE NOTE: Providence Hospital offers the following on-site clinics for residents of the Houses of Providence:*

- *Dental Clinic*
- *Eye Clinic*
- *Dermatology Clinic*
- *Cardiology Clinic*

See pages 16-17 for details and for more information regarding these clinics call: 416-285-3619.

### Process for Application to the Cardinal Ambrozic Houses of Providence

- Admission exclusively through a Community Care Access Centre

### Eligibility Criteria for Long-Term Care:

- People who require 24/7 assistance with activities of daily living due to physical and/or cognitive impairments
- Non-smoking residents only
- For more information or to make an appointment for a tour call: 416-285-3742.



## ADULT DAY PROGRAM

The Adult Day Program is a safe, warm and home-like environment for individuals with an irreversible dementia that is open 24 hours a day, Monday – Saturday and Sunday during the day only. Caregivers also have access to and can benefit from our caregiver education and support programs.

The program can accommodate clients who require a mechanical lift for transfers, special diets, meal assistance, medication reminders and personal care.

Located within a new custom-designed space within Providence Healthcare, our environment offers a living and dining area, six individual overnight suites, two secure outdoor gardens, a den and sensory suite. Our program features therapeutic and meaningful recreational activities that are offered throughout the day, evening and overnight.

### Process for Application to the Adult Day Program

No formal referral is required. To register, or for more information, call 416-285-3803

### Eligibility Criteria:

- Physician-diagnosed irreversible dementia
- Medically stable and capable of participating in group activities
- Free of communicable disease
- Have access to a primary caregiver
- Receive on-going treatment from a primary care physician

## FAMILY/CAREGIVER SUPPORT

Providence Healthcare recognizes that in order for our patients, residents and clients to thrive and flourish, we also must offer support of the people caring for them at home: their families.

Providence offers formal support programs through the Scotiabank Learning Centre to families caring for people with illnesses and chronic conditions such as diabetes, stroke, heart disease, dementia, arthritis and Parkinson's.

The Centre is organized into a variety of 'zones' allowing individuals the flexibility to research, request and/or take away information that is relevant, current and applicable for each unique situation. The Centre is equipped with: computer work stations; a meeting table for support groups and education forums for caregivers; a media centre and leisure space with a 52-inch flat screen TV, a Nintendo Wii inter-active video game for leisure or rehab play; a play area for visiting children; and a private, quiet room with an additional computer and phone available.

The Centre also offers several monthly group education sessions and self-help series such as Living with Stroke and Living with Stroke and Aphasia.

All services are free-of-charge. To register for one of these programs, call 416-285-3666 ext. 3810 and leave a message on our Hotline. Your call will be returned within two business days.

Hours of operation for the Scotiabank Learning Centre are Monday – Sunday from 8 a.m. – 10 p.m. Staff is available Monday – Friday from 9 a.m – 4 p.m or by appointment by calling 416-285-3666, ext. 4177.



# Our Mission

Providence Healthcare, a Catholic healthcare organization, is inspired by the legacy of the Sisters of St. Joseph of Toronto to be a welcoming community of compassion, hope and healing. We provide rehabilitation, palliative care, long-term care and community programs.

## Our Values

### **Sanctity of Life**

Every life is a sacred gift that has meaning and value.

### **Human Dignity**

Everyone has intrinsic value and is worthy of respect.

### **Compassionate Service**

The needs of every person are attended to with thoughtfulness, understanding and sensitivity.

### **Community**

People of diverse backgrounds gather together with a shared purpose and support each other in hope and celebration.

### **Social Justice**

Each person is treated in a fair and equitable manner, according to one's needs.

### **Social Responsibility**

Accountability is demonstrated by the prudent use of resources given to us in trust.







# PROVIDENCE

Healthcare



*A teaching site affiliated with  
the University of Toronto*

Funding Support Provided by



**Ontario**

Toronto Central Local Health  
Integration Network

*A member of Catholic Charities of the Archdiocese of Toronto, supported by ShareLife.  
We belong to a system of 16 Catholic healthcare providers across Ontario, sponsored by the  
Catholic Health Sponsors of Ontario (CHSO). Our shared origins can be found in the Congregations  
of Sisters who founded our organizations as Ontario's health care pioneers. As sponsor, CHSO  
continues the legacy of the Sisters by ensuring that the Catholic identity, Mission and Values  
strengthen and enrich healthcare delivery in our province.*



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