

Transitioning Patients to Community Care: Community Nursing Clinics

Important Update: Discharge & Transitions Support

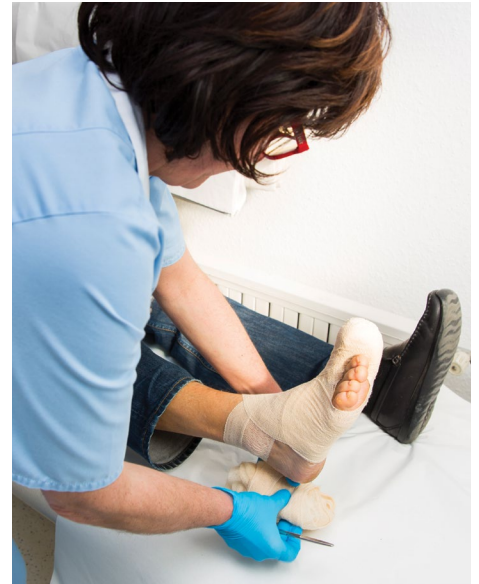
Ontario Health atHome applies a “**Clinic First**” approach to optimize patient experience and system capacity for all eligible patients.

Discharging patients:

When informing patients about home and community care services, it is important to advise that all mobile, eligible patients will receive nursing care in our community nursing clinics.

We operate over **135 community nursing clinics** across Ontario. Our “Clinic First” approach is critical to enabling the most effective use of health human resources and helping patients receive the right care in the right place.

Only patients who are unable to attend a clinic – e.g., homebound or palliative – will receive in-home nursing services or other rehab/restorative/personal care services.



Please use these 10 facts when informing patients about our nursing clinic services:

Why Community Nursing Clinics:

1. **Efficiency** – Our clinics optimize valuable health human resources, and increase efficiency for patient flow, medical supplies and system resources.
2. **Capacity** – Our clinics help patients transition safely from hospital to community care, freeing up acute care beds.
3. **Right Place** – Our clinics provide high-quality nursing services and help patients avoid unnecessary ED visits or hospital admissions.
4. **Integrated** – With consent, our clinic nurses and care coordinators provide updates to the patient’s primary care provider.
5. **Safety** – Our clinics adhere to strict infection prevention and controls.

Patient Benefits:

6. **Timely** – Same day appointments available, when urgently needed.
7. **Expertise** – Patients receive specialized nursing services, including wound care, intravenous therapy, urinary catheter care and other nursing treatments, see reverse for more details.
8. **Accessible** – With over 135 clinics in highly accessible locations, often close to public transit and accessible parking, patients choose the location closest to their home or workplace.
9. **Convenient** – Patients participate in scheduling decisions – including some locations offering evening, weekend and virtual appointments.
10. **Improved Health** – Clinic nurses help speed up patient recovery process with hands-on expert care, education and self-management coaching so patients play a proactive role in their road to recovery.

To learn more about our services,
call: **1-833-515-1234**

Referrals:

- All patients who meet our nursing services eligibility criteria receive care in a community nursing clinic.
- Only when a patient is deemed homebound, or if there is not a nursing clinic where a patient lives or works, alternate care settings can be arranged.
- Patients receiving care at home will be transitioned to a clinic setting when assessed appropriate.
- Please speak with our onsite Hospital Care Coordinators and submit our medical referral form.
- Our Care Coordinators are regulated health care professionals who assess and develop care plans.
- If a patient requires transportation support to attend a clinic, our team can advise on available options.

Nursing Services at our Clinics include:

Sample services roster – includes care, education, coaching: (*) may not be available in all clinics:

- Eligible injections
- Drain management (chest tubes, nephrostomy, percutaneous, Jackson Pratt)
- 5FU and chemotherapy disconnects (*)
- Intravenous therapy (pump, elastomeric device, gravity)
- Diabetes management
- Urinary catheter management (*)
- Peripheral and central venous line access, care, flushes, troubleshooting, maintenance
- Pathways designed to be supported in clinic setting
- Stable ostomy care (*)
- Wound care – negative pressure wound therapy; debridement care plans; other simple to complex wound treatments

For any services not listed above, please contact Ontario Health atHome for more information.

To refer patients to Ontario Health atHome:

- Speak with our Hospital Care Coordinators
- Call us at **1-833-515-1234**, or
- Complete our [online medical referral form](#) or request an assessment form

For a list of our community nursing clinics across the province, please visit:
www.ontariohealthathome.ca

