

## IMPORTANT UPDATE: DISCHARGE & TRANSITIONS SUPPORT

# Transitioning Patients to Community Care: Community Nursing Clinics

Home and Community Care Support Services (HCCSS) applies a “**Clinic First**” approach to optimize patient experience and system capacity for all HCCSS-eligible patients.

**DISCHARGING PATIENTS:** When informing patients about home and community care services, it is important to advise that all mobile, HCCSS-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 310-2222.

If you are already a Home and Community Care Support Services patient, please speak with your Care Coordinator.

## 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 reach out to your local HCCSS for more information.

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## Home and Community Care Support Services North Simcoe Muskoka Community Nursing Clinics Locations

SE Health  
11 Lakeside Terrace, Suite 101  
**Barrie**, ON L4M 0H9  
Phone: 705-737-5055

Paramed Home Health Care  
5 Pineridge Gate, Unit 1A  
**Gravenhurst**, ON P1P 1Z3  
Phone: 705-710-0543

Bayshore Home Care Solutions  
611 Prospect Boulevard, Unit B  
**Midland**, ON L4R 0B8  
(Opens July 2023)

Bayshore Home Care Solutions  
480 Huronia Road, Suite 204C  
**Barrie**, ON L4N 6M2  
Phone: 705-722-8993

Closing the Gap  
395 Centre Street North, Suite 202  
**Huntsville**, ON P1H 2P5  
Phone: 705-788-9355

SE Health  
186 Erie Street, Suite 203  
**Collingwood**, ON L9Y 4T3  
Phone: 705-737-5055

Bayshore Home Care Solutions  
210 Memorial Avenue, Unit 125  
**Orillia**, ON L3V 7V1  
Phone: 705-722-8993

**More locations available** – we operate over 135 community nursing clinics in local communities throughout Ontario.

To refer patients to Home and Community Care Support Services:

- Speak with our Hospital Care Coordinators
- Call us at 310-2222 (no area code required), or
- Complete our [online medical referral form](#) or request an assessment form

Home and Community Care Support Services | 310-2222 (no area code required) | [healthcareathome.ca](http://healthcareathome.ca)