

# LTC+ PROGRAM INFORMATION



A collaborative program with the North York General Hospital and the North York Toronto Health Partners



LTC+ is one of the programs that is in place to support the Long Term Care homes in the North York community.

## LTC+ will:

- Provide PCPs with enhanced support through virtual consultations with specialists, and linkages with hospitals and community resources.
- Enable PCPs to order mobile diagnostic imaging, including x-ray and ultrasound.
- Provide additional supports that will be added over time, such as greater access to specialists.

## When should PCPs call LTC+

Virtual consultations with medical specialists **must be requested** by the PCP. PCPs should call when:

- They are considering transferring residents with urgent medical issues to hospital;
- Residents require a consultation with GIM or specialist; and/or
- They are unsure about how best to manage a LTC resident's acute clinical change.

## How can I access services through LTC+

To speak with a General Internal Medicine physician, Palliative care physician or an Advanced Practice Virtual Care Nurse, call **1-855-LTC-PLUS (1-855-582-7587)**

- **Press 1 and then 6 for direct General Internal Medicine or palliative consultations with NYGH physicians:**
  - GIM consultants are available **24/7** by telephone to provide medical advice and discuss how to best manage the resident, whether care can be provided safely in the LTC home setting, or a transfer to hospital is needed (if this is within the resident's goals of care).
  - Palliative consultants are available **24/7** by telephone to address urgent pain & symptom management issues when a resident's goals of care are comfort-based, with no life-prolonging interventions. The palliative care consultants will also be available to participate remotely in goals of care discussions that the LTC home has organized.
- **Press 2 to reach the LTC+ Virtual Hub:** Available **Monday – Friday, 9AM – 5PM**, Advanced Practice Virtual Care Nurses can facilitate non-urgent consultations for specialized services (palliative care, Behavioural Supports Ontario), coordinate access to community and hospital resources, and support LTC staff in assessing patient care needs around COVID-19 related questions and concerns. After-hours you will be redirected to the GIM/palliative consultant on-call.

To access ordering information, requisitions and referral forms, visit [www.LTCplus.ca](http://www.LTCplus.ca)

- **STAT Labs:** Available for LTC homes serviced by LifeLabs.  
**Contact:** 1-877-404-0637 (between 8AM - 2PM Monday - Friday)  
Urgent blood work with 4-hour turnaround. Available tests include: CBC, electrolytes, bicarbonate, creatinine (eGFR), calcium, and magnesium.
- **Mobile Diagnostic Imaging:** Provided by STL Diagnostic Imaging.  
**Contact:** 1-800-268-5804 (between 8AM - 5PM, 7 days a week)  
Arrange mobile diagnostic imaging for issues such as falls through mobile x-rays and ultrasound, with same/ next day service.

The LTC+ team is working closely with Ontario Health Toronto Central Region to procure additional resources that will facilitate care delivery and decision-making in the LTC home.

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## Examples of cases we can help support

If you are concerned about a resident and considering transferring them to the ED, a call to LTC+ will connect you with a GIM or palliative specialist for consultation and support, depending on the resident's needs.

### **GIM:**

- Decreased intake and high blood sodium levels in a resident, the internist can provide guidance with hydration and monitoring of electrolytes.
- Acute exacerbation of a chronic illness (diabetes, COPD) that could be managed with blood work and a sub-specialist consult.

### **Palliative:**

- A resident with comfort-only goals of care (no life-prolonging measures) is experiencing pain or other symptoms such as breathlessness, agitation, or congestion.
- You are seeking advice on opioid titration to help manage a palliative resident's pain or breathlessness.
- A resident with comfort-only goals of care is imminently dying and the LTC staff would like to ensure they are comfortable.
- A resident and their family require an especially complex goals of care discussion.

### **Advanced Practice Virtual Care Nurse:**

- A LTC nurse needs to reconstitute and administer a medication that a patient usually receives at a specialized medicine clinic, but he/she needs support in administering the medication safely.
- You have identified a resident who is agitated and has exit seeking behaviours, but you are unsure about who to contact. We can direct you towards appropriate behavioural supports in your region.

## What information should I have on hand when calling

- Resident's name and OHIP Number or date of birth
- Resident's recent vital signs
- Resident's goals of care (i.e. comfort care, transfer to hospital, CPR with life support)
- Resident's past medical history and up-to-date medication list

## Documenting and billing your work

- Bill a telephone consultation (K730/K734)
- Bill an E-consultation (K738)
- Document the start and stop time of call

## Providing feedback to improve LTC+

LTC+ is a quality improvement (QI) project. Through our engagement efforts with LTC homes, we are continually assessing how we can add value and provide beneficial services in LTCs. Using a continuous QI approach, the LTC+ Program will be able to adapt to the changing needs both during the pandemic and during stable operations into the future. Supporting this work is a rapid needs assessment process where all providers participating in LTC+ can help us improve our program to better fit the needs of LTC homes.

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