



Eastern Health

MEMORANDUM

TO: Eastern Health Long Term Care Managers, Staff & Physicians & Applicable EOCs Who Have Shared Resources with the Long Term Care Programs

FROM: Melvin Layden, Regional Director, Long Term Care

RE: Guidelines for Transfer of LTC Resident to Acute Care for Appointment or Emergency Services

DATE: April 20, 2020

Residents who attend medical appointments outside the home, including appointments in acute care or dialysis, or residents who attend the emergency department **will no longer have an employee from Long Term Care (LTC) escort them into the acute care facility or stay with them for their visit.**

Process to transfer to Emergency

- To reduce visits outside of LTC, residents are being assessed in the home by Physician/ Nurse Practitioner. If required, resident is transported to emergency department via ambulance.
- LTC home must advise the emergency department prior to the visit. The emergency department shall make every effort to minimize the number of persons the resident comes into contact with. LTC staff to provide telephone report to Charge Nurse in emergency department and complete a Share Form, which must contain the name and phone of the resident's assigned staff at the LTC.
- Ambulance attendant to transfer patient file to the resident's assigned RN in the emergency department.
- Monitoring of resident:
 - o **For Health Sciences Centre and St. Clare's emergency departments:** In the absence of a LTC staff escort, SSM (Safety and Security Monitor) or other designate will be assigned to emergency department to monitor LTC resident(s). Emergency staff are advised that the SSM is not aware of specific resident details the same as the LTC escort would have been aware. Any required information on the resident would have to be transferred from the residents' LTC staff to the nursing staff in emergency department upon transfer (both via phone report and Share Form).
 - o **Rural emergency departments:** Consider if resident will require monitoring. If so, notify emergency department prior to visit so they can arrange for support. If required, EOC can reassign staff from elsewhere for this duty.

- If resident is released from emergency department, they shall be transferred back to LTC via ambulance or personal transportation (based on condition). Transportation for LTC residents who do not require an ambulance shall be arranged via Wheelway ensuring that a LTC employee escort is picked up by Wheelway prior to picking up resident from emergency department. Wheelway contact information is below.

Process to transfer to Acute Care for Appointments, including Dialysis

- Day prior to appointment, LTC staff to call service provider and confirm appointment time and awareness that LTC staff will not be escorting resident into the facility or to appointment. If resident will require a monitor during appointment, contact acute site EOC to arrange.
- Transportation for LTC residents should be arranged as follows:
 - o City sites- Wheelway (see below).
 - o Rural sites - if internal move ensure there is staff to receive at drop-off point. If requires a vehicle, consider ambulance or taxi.
- If required, arrange porter or other designated staff at receiving site to transfer to appointment.
 - o **Health Sciences Centre and St. Clare's:** arrange a Porter via Central Portering at 777-0900. Reoccurring appointments, such as dialysis, can be pre-booked. This service will ensure there is a porter waiting at entrance upon arrival.
 - o **Rural sites:** Speak with acute care service provider to determine how the resident will be transferred to appointment from main entrance or from internal transfer point.
- LTC staff to provide telephone report to acute department and complete a Share Form, which must contain the name and phone of the resident's assigned nursing staff at the LTC site.
- Upon arrival at site, LTC staff to accompany resident to main door, transfer resident and any paperwork to receiving staff and return to LTC site via transportation arranged (Wheelway for LTC staff).
 - o If arranged transfer employee is not waiting at entrance, do not leave resident unattended. For Health Sciences Centre and St. Clare's call Central Portering at 777-0900 to arrange for a porter.
- Upon completion of appointment or at pre-determined time, acute staff to arrange for LTC resident to be transferred back to main entrance. If required, dispatch a Porter at 777-0900. Advise LTC staff to arrange a LTC employee escort to be picked up by Wheelway prior to Wheelway picking up resident at the acute care facility.

For any transfer of resident, appropriate personal protective equipment is worn by the resident and their escort (if required on transfer) while attending medical appointments outside LTC.

LTC facility to provide PPE (gloves and mask) to ambulance attendants, including private ambulance operators, upon their entry to any LTC facility.

Wheelway Transportation - providing appointment-based transportation services for Long Term Care Program residents in St. Johns area. Where possible, request should be communicated the day before to determine any overlapping appointments (sufficient buses/coverage). This service is booked as needed by emailing dallured@hotmail.com or by calling 753-2877 with appointment & pick up times.