

What if there is an emergency in the middle of the night or on a weekend?

The nurse is able to reach your physician during regular office hours. After regular work hours, on weekends and nights there is an on call physician who is available by telephone in the event of an urgent and sudden change in health condition.

Is there access to lab and imaging services in Residential Care if the physician feels this is needed for my loved one?

Access to lab work is available if required. If the physician feels that an x-ray is necessary, arrangements can be made with an outpatient imaging clinic if felt that this could be done safely. Otherwise a transfer to Emergency may be required.

How do I reach the physician?

The nurse at the Care Home is your source of contact. If you wish to have the physician consulted or arrange to meet the physician please connect with the nurse who will make the appropriate arrangements.

What about transferring to the hospital?

The health care team works with you to try and keep your loved one in the care home with familiar staff and avoid transfers to emergency that may not be of benefit. The decision to transfer you/your loved one is made by the physician in discussion with you. The health care team works to avoid unnecessary transfers and to make sure your loved one is provided the best care possible.

Guide Regarding PHYSICIAN CARE in Residential Homes

The transition to a Care Home can be stressful. Some residents & families will be establishing a relationship with a new physician. The physician will care for you or your loved one and work with the family to provide the best care possible. The physician however is not available for daily visits or calls.

There is an established on call system to ensure that your loved one/the Resident has access 24 hours a day every day to medical care.

It is important to emphasize that Residential Care is your loved one's new home and every effort will be made to keep you or your loved one comfortable at home and provide as much care as possible at the care home

How will I arrange a Physician for Residential Care?

The Residential Care Home has a group of physicians who regularly visit and provide care to all the Residents living in Residential Care. The physician at your particular home will be providing care to your loved one.

The physician working with the home knows the needs of the population, the routines of the home and will work with you to ensure that your loved one receives high quality care in the Residential Care Home.

How often do physicians visit?

The physician will visit you/your loved one at a minimum of once every three months. If there is a change in you/your loved one's health, the nurse will inform the physician and a visit will be arranged.

Can the Residential Care Home meet the needs of my family member when they are at the end of their life?

Yes, The Residential Care team is knowledgeable in palliative approaches to care, and is able to meet the physical, social, spiritual and emotional needs of you, your loved one, and family in the Care Home. This team includes the nurse, physician, pharmacist, care staff and others, who will care for your family member to ensure comfort and remain in the care home. We understand the impact of end of life and supporting residents and families during the final weeks and days of life. The care team takes pride in providing exceptional quality end of life care.

What else does the physician provide?

There are meaningful medication reviews and annual care conferences where you will be invited to meet with the physician and the rest of the care team to discuss your loved one's care needs and goals of care in collaboration with you.