



Telephone Town Hall – Monday, November 25, 2013 Commonly-Asked Questions

General

What is the purpose of the Telephone Town Hall?

The Central West Community Care Access Centre (CCAC), Central West Local Health Integration Network (LHIN), Headwaters Health Care Centre, Region of Peel Health Services and William Osler Health System (Osler) have hosted three Telephone Town Hall meetings over the past year.

The purpose of the event is to help area residents better understand what Osler and each of its partners do, and how we work together to provide health services to the community. It also gives participants an opportunity to ask questions and provide feedback about the services that Osler and its partners offer.

At our Telephone Town Hall meeting in November 2013, we engaged with over 8,000 households across the region in a conversation about local health care services.

Anyone can sign up for the Telephone Town Hall. We also randomly select thousands of households across the region and invite them to join the call. Watch for more information about the next Telephone Town Hall to be posted on the health care partner websites in the months to come.

Community Care Services

I have been hearing about something called ‘Health Links’. What are they and how will they help better coordinate care in the community?

Health Links is a province-wide initiative about health system partners working together to deliver the most appropriate care in the most appropriate care setting, with the ultimate goal of improving the quality of people’s lives.

There have been five Health Links announced in the Central West LHIN since the government launched the initiative in November 2012.

Local health care partners know that complex patients and seniors need lots of support from multiple parts of the health system, including the hospital – and know that coordinating efforts will help make a bigger impact.

Through this project, family care providers will be supported together with patients at the centre of the health care system. By bringing local health care providers together as a team,

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family doctors will be able to connect patients more quickly with specialists, home care services and other community supports, including mental health services.

For patients being discharged from the hospital, the initiative is aiming to create services that allow for faster follow-up and referral to services like home care, helping reduce the likelihood of re-admission to hospital.

While this is the start of the Health Link journey in this area, there is tremendous potential for greater collaboration between local health care providers, including family care providers, specialists, hospitals, long-term care, home care and other community supports – for the benefit of patients in this region.

There are a lack of resources in some of the smaller areas outside of Brampton, Etobicoke and Orangeville. How can we get connected with the services we need?

For those who aren't connected to, or who have limited access to the internet, it can be challenging to find out about the services you may need. Recognizing this, the Central West Community Care Access Centre (CCAC) has put a telephone number in place at #310-CCAC, that will connect people with a live operator between 8:00 a.m. and 8:00 p.m. in order to help answer your health care questions and find access to the services you may need.

In addition, Peel region residents can also dial #211 on their phones to get connected to information and referrals to community and social services in their area.

How can I find out about where to go for care in the community?

Finding services that you need, when and where you need them most can be challenging, so the Central West Community Care Access Centre (CCAC) has set up the 'Central West Health Line' at www.centralwesthealthline.ca. This website contains reliable, up-to-date information about more than 1,000 health services and supports in Brampton, Caledon, Malton, Etobicoke, and Dufferin County, including walk-in services, clinics and pharmacies – as well as services that are open and available 365 days a year.

How can I get homecare for my elderly parent or find out about other community care services in this area?

The Central West CCAC provides information about and access to in-home and community care. Call 1-888-733-1177 to speak to a trained health care professional, or visit www.centralwesthealthline.ca. Individuals can also speak with the family physician about any questions related to home care or community care services. Family physicians can connect with

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care coordinators with the Central West CCAC who can then help decide which services may be most important to that patient.

What is the general wait time for patients who are going in to long-term care, who can only afford basic accommodation at this time?

The average wait time can be as little as 45 to 50 days for some of the homes that have beds available. Depending on location and the needs of the patients, the wait can also be longer. The best thing to do is to go to the Community Care Access Centre website at www.cw.ccac-ont.ca. On the site, there is a listing of wait times for every long-term care home in the area, so you can view the information quickly and easily.

How can communication between primary care physicians and CCAC be improved?

Working closely with primary care providers is a priority of the Central West CCAC. The organization currently collaborates with these key partners on a number of fronts, and is committed to improving communication with them even further to better serve the people of Central West. In June 2013, it launched launch new tools to make accessing the Central West CCAC even easier, including a dedicated phone line, website, and electronic news bulletin for primary care providers. The CCAC trusts these tools will be helpful and the organization looks forward to receiving feedback from its primary care partners about how to best meet their needs.

Hospital Programs and Services

The city of Brampton needs another hospital. When will Peel Memorial be built?

Brampton is the second fastest growing city in Canada and the volume of patients being treated at Brampton Civic Hospital continues to increase. In addition, the number of people with chronic conditions, such as diabetes, is higher than the provincial average. Given the statistics, it is certainly evident that the residents of Brampton and the surrounding area need even greater access to quality health care services, as well as resources and education so that patients can learn to better manage their health and risks of disease.

William Osler Health System (Osler) is currently redeveloping its Peel Memorial Hospital site to open the new Peel Memorial Centre for Integrated Health and Wellness. Osler is on track to open the new facility in 2015-2016.

In December 2013, Osler together with Infrastructure Ontario (IO), [announced the close of the Request for Proposals \(RFP\) phase](#) after a six-month period. [Three short-listed teams](#) have

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submitted bids to design, build, finance and maintain the new Peel Memorial. Over the next several months, teams from Osler and IO will be evaluating the proposals from the short-listed teams. Following evaluation, the successful team will be announced and construction is expected to begin shortly after. This is anticipated for Spring 2014.

What other redevelopment projects are taking place at Osler?

At Etobicoke General, the cafeteria received an exciting make-over during the month of November. Next time you visit the hospital, be sure to check out our beautiful, modern space and enjoy a sandwich from the new Subway counter in the redesigned seating area. Renovations also took place at the Tim Horton's location to provide more meal options and faster service for people on the go.

Osler also recently received word from the Ministry of Health and Long-Term Care that its submission for an additional \$10 million to continue with infrastructure improvements at Etobicoke General was approved. These improvements are critical to the construction of the hospital's new four-storey wing.

At Brampton Civic, the renovation for the Canadian Blood Services Stem Cell Collection room on the third floor Labour and Delivery unit is underway as part of its preparation in [serving as a collection site](#) for a new national public cord blood bank.

What is being done to improve wait times in Osler emergency departments?

Like all hospitals across the province, Osler continues to deal with pressures in our emergency departments (EDs). Osler EDs had more than 194,000 patient visits in 2012-2013, with Brampton Civic Hospital having the busiest emergency department in Ontario. On average, our emergency patient volumes increase by six to eight per cent each year, compared with an average increase of two to three per cent across other hospital emergency departments in the province.

Osler is doing everything possible to ensure patients and their families receive timely, safe and compassionate care, but it also continues to look for ways to improve its services. Osler continues to add more ED physician hours to help respond to the need for care and to effectively manage length of stay. Osler is the first ED in the province to have more than one physician in the ED overnight.

Osler's on-call coverage is available at any time so that if our volumes exceed capacity, additional physicians can be called in. Members of the ED health care team also have 'medical directives' to start the care of the patient, even before they are seen by the attending physician.

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Osler has also created an [ED video](#) which is a great resource to help familiarize people with the ED so they understand what happens there on a typical day.

Why does it take so long to see a specialist?

Waiting to see a specialist can be difficult, particularly when an appointment is not right away. Local health partners are working diligently on a number of initiatives to help provide greater access to specialists in the area, and to reduce time spent waiting to see one.

If you would like to follow-up about your appointment, or inquire about trying to get an appointment even sooner – or with another specialist, contact your family practitioner's office or have a conversation with your physician during your next appointment.

Why are there no ultrasounds or other diagnostic services at night in the emergency departments?

For urgent cases, doctors will perform the services they need to conduct in order to provide the care that is needed. If a particular service can wait until the next morning, they will be deferred to the next morning, as the hospital cannot be staffed in the same way overnight, and it is during the day. Osler has made changes to its services so that radiologists and techs will stay later in the evening (e.g. 9 p.m. or 10 p.m.) so that services can be expanded into the later hours of the day.

What if I don't have transportation to get to and from my appointments?

In Dufferin County and surrounding areas, Headwaters Health Care Centre recognizes that transportation is an issue. Headwaters Communities in Action has created the Dufferin Rural Transportation Learning Group to develop specific recommendations to improve transportation in that area. [Click here for more information](#) on this project.

Currently, to get to and from appointments, a number of volunteer, community groups and service clubs will offer to pick you up to take you to appointments. Please call your local organization to find out more.

Why do I have to pay for parking at the hospital? What do the fees go towards?

The funds generated from parking charges support various hospital initiatives and functions, such as purchasing new equipment and funding services that address the health needs of our region's growing and diverse communities. Fees are determined annually following a market review of similar-sized hospitals to ensure rates are in line with what other facilities are charging.

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Regional Resources

How can I access services in other languages than English?

The Region of Peel offers a special website – <http://www.immigrationpeel.ca> – for newcomers to the region, or for those who are in the process of immigrating to Canada and thinking of settling in Peel. This site contains a number of resources for newcomers to Peel, including how to access various health services, and many are in languages other than English.

Where can I learn about various topics, including nutrition, smoking cessation or managing stress?

Both Peel Public Health and Wellington-Dufferin-Guelph Public Health have some useful resources to help you learn more about ways to improve and maintain your health. This information is most readily accessed through either Peel Public Health's website <http://www.peelregion.ca/health/> or Wellington-Dufferin-Guelph Public Health's website www.wdgpulichealth.ca .

You can browse through an extensive list of health topics on the sites to help you find the right answer to your health questions. However, you can find out information about these three specific topics – nutrition, smoking and managing stress – by following the links provided below:

- 1. Nutrition and Healthy Eating:** <http://www.peelregion.ca/health/eating/> or. Please note that there are also individual pages for:
 - Healthy eating at school: <http://www.peelregion.ca/health/baew/lunches-snacks/>
 - Healthy eating at work: <http://www.peelregion.ca/health/workplace/employees/eating/>
 - Healthy eating for busy people:
<http://www.peelregion.ca/health/workplace/employees/eating/busy.htm#title>
- 2. Smoking and Tobacco:** <http://www.peelregion.ca/health/tobacco/tobaccor.htm> or <http://www.wdgpulichealth.ca/?q=adulttobacco>
- 3. Alcohol and Drugs:** <http://www.wdgpulichealth.ca/?q=adultalcohol>
- 4. Stress Management:** <http://www.peelregion.ca/health/commhlth/coping/copstr.htm>. There is also specific information on how to cope with stress at work: <http://www.peelregion.ca/health/workplace/employees/stress/> or <http://www.wdgpulichealth.ca/?q=buswellness>
- 5. Active Living:** <http://www.wdgpulichealth.ca/?q=adultactive>



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If you prefer to speak to someone in person or have questions that cannot be answered through our online resources, Peel residents can call **905-799-7700**, between 8 a.m. and 5 p.m., Monday to Friday. Caledon residents can call **905-584-2216** free of charge. Residents of Wellington, Dufferin, or Guelph can call 1-800-265-7293 free of charge, between 8:30 a.m. and 4:30 p.m., Monday to Friday.

Finally, **health professionals** looking to find out more information about these or other public health topics should visit Peel Public Health's NEW health professionals website <http://www.peelregion.ca/health/professionals/> or Wellington-Dufferin-Guelph Public Health's Healthcare Providers website <http://www.wdgpUBLICHEALTH.ca/?q=healthcare>.