

## Communication Protocol – Complex Palliative Care

Trigger		Required Communication	Description	Method	Time Frame	Purpose/Additional Information
Hospitalization	Emergency Department Visit	LHIN to notify Physician	LHIN notifies physician <b>upon discharge</b> from Emergency Department.	Fax/ e-notifications	Within 24 hours of discharge from ED.	<ul style="list-style-type: none"> <li>For care planning purposes, to make the physician aware and to avoid future ED visits.</li> </ul>
		LHIN to notify Service Provider Organization (SPO)	LHIN notifies SPO when patient <b>is admitted</b> to the Emergency Department.	Provider Notifications	Immediately during working hours.	<ul style="list-style-type: none"> <li>To avoid provider showing up to the home without the patient being present.</li> </ul>
		SPO to notify Most Responsible Physician (MRP)	SPO notifies MRP of <b>actual/possible/likely</b> ED visit (if they become aware during delivery of care). SPO to contact appropriate after hours physician	Phone Call	Immediately	<ul style="list-style-type: none"> <li>To support ED avoidance where appropriate.</li> </ul>
	Hospital Admission	LHIN to notify Most Responsible Physician (MRP)	LHIN notifies physician <b>of admission</b> to hospital (to in-patient unit).	Fax	Immediately during working hours.	<ul style="list-style-type: none"> <li>To avoid physician showing up at the home without the patient being present, for care planning purposes and facilitate discharge planning.</li> </ul>
		LHIN to notify SPO	LHIN notifies SPO of <b>admission</b> to the hospital.	Frequency Update( Patient to put on hold)	Immediately during working hours.	<ul style="list-style-type: none"> <li>To put services on hold until the patient is discharged.</li> </ul>

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	<b>Hospital Discharge</b>	LHIN to notify SPO	LHIN notifies SPO of <b>discharge</b> from the hospital.	Frequency Update/ if greater than 14 days a new service offer is required	Immediately during working hours	<ul style="list-style-type: none"> <li>LHIN to provide required information to SPO for SPO to resume service or adjust care plan. –new dx, new medication, new orders.</li> </ul>
<b>Physician Orders</b> <i>(i.e. medication, catheters, hydration )</i>	<b>Urgent</b> <i>(Requires immediate response within less than 24 hrs of notification)</i>	SPO to notify Physician	SPO to call Physician to obtain verbal orders.	Phone/Page	Immediately	<ul style="list-style-type: none"> <li>Physician/Visiting Nurse to write down orders with physician signature and fax to LHIN</li> </ul>
		Physician to notify SPO	Physician <b>verbally notifies</b> nurse / nursing supervisor of required orders by calling SPO direct line. Physician <b>should not</b> leave written orders in the home under any circumstance.	Phone	As required	<ul style="list-style-type: none"> <li>Nurse documents orders in SPOs patient record and action immediately.</li> <li>SPO can execute verbal order without the faxed confirmation.</li> </ul>
		Physician to notify LHIN	Physician will fax orders to LHIN fax line after verbal orders have been given to SPO nurse (visiting nurse and e-shift).	Fax	Within 24 hours	<ul style="list-style-type: none"> <li>LHIN to add orders to patient file</li> </ul>
		LHIN to notify SPO (including e-shift)	LHIN <b>distributes written</b> order to the SPO for their records.	Communication wizard/Provider Notification/HPG	24 hours	<ul style="list-style-type: none"> <li>LHIN will ensure orders get to both visiting nurse and e-shift providers as per College of Nursing guidelines</li> </ul>

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	<b>Non Urgent</b> <i>(Does not require immediate action, direction required within 48 hrs. of notification)</i>	SPO to notify physician	SPO to contact Physician if Physician direction/action is required.	PSU	Within 1 business day	
		Physician to notify LHIN	Physician <b>provides written</b> orders with signature to the LHIN.	Fax	Within 24 hours	<ul style="list-style-type: none"> <li>LHIN confirms necessary services/equipment are in place, as needed.</li> <li><b><u>Do not leave orders in the patients' home.</u></b></li> </ul>
		LHIN to notify SPO (including e-shift)	LHIN <b>distributes written</b> orders to the SPO for their records.	Communication wizard/Provider Notification/HPG	Within 24 hours	
	<b>Clarification of Existing Orders</b>	LHIN/ SPO to notify Physician	LHIN to notify physician if orders required clarification.	Phone Call	Immediately	<ul style="list-style-type: none"> <li>To help mitigate patient risk/ medication errors.</li> </ul>

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Visits	Physician In Home Visit	Physician to notify SPO and LHIN as appropriate	Physician should notify LHIN/SPO of upcoming visits to promote collaboration.	Any	As Needed	
	LHIN Care Coordinator Visit	LHIN to notify SPO as appropriate	LHIN notifies SPO nurse/nursing supervisor of visit.	Any	As Needed	<ul style="list-style-type: none"> <li>To promote collaboration care planning and assessments.</li> </ul>
Status Update	Death of a Patient <u>(Where Death is Expected)</u>	SPO to notify Physician	SPO contacts physician as per EDITH paperwork.	Fax/Phone	Immediately within reason	<ul style="list-style-type: none"> <li>Consider funeral home requirements as related to MCOB.</li> </ul>
		SPO to notify LHIN	SPO contacts LHIN to inform of patient death.	Fax/Phone	Immediately within reason	
		LHIN to notify all SPO services	LHIN contacts all SPOs to advise of death and to discharge services.	Frequency Update/ Discharge Wizard	Immediately	
	Urgent Updates/ Consultations <i>(pain, response to medication, change in cognition, change in PPS, significant change in functional status)</i>	SPO to notify Physician	Using support template (below), provide physician with <b>update and get direction/action/orders.</b>	Phone	Immediately	<ul style="list-style-type: none"> <li><b>SPO to Utilize Support Template</b></li> </ul>
		Physician to notify SPO	Provide SPO Nurse with <b>update</b> and <b>required direction/actions/orders</b> (see above).	Phone	Immediately	<ul style="list-style-type: none"> <li>If both SPO and Physician are present.</li> </ul>
		SPO to notify LHIN	Provide LHIN Care Coordinator with <b>update</b> and requested direction/actions.	Phone	Immediately	<ul style="list-style-type: none"> <li>Attempt to contact complex care coordinator or in office team .Follow up required via APR.</li> </ul>

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	<b>Non-Urgent Updates/ Consultations</b>  <i>(Application to residential hospice, addition of LHIN services (e.g. PSW), request for education to caregivers, etc.)</i>	SPO /LHIN to notify Physician	Using <b>support template</b> (below), provide physician with <b>update and get direction</b> .	Fax	As needed	
		Physician to notify LHIN	Provide LHIN Care Coordinator with <b>update</b> and required direction/actions.	Fax	As needed	
		SPO to notify LHIN	Provide LHIN Care Coordinator with <b>update</b> and requested direction/actions.	APR	As needed	
e-Shift	<b>Urgent Issues</b>  <i>(Change in status, new orders, medication management)</i>	DRN to notify Visiting Nurse SPO	To provide assessment and recommendations.	Phone	Immediately	
		Visiting Nurse to notify Physician	Visiting Nurse to follow <b>above protocol</b> .	Phone	Immediately	<ul style="list-style-type: none"> <li>• See <b>Support Template</b></li> </ul>
		Visiting Nurse to notify DRN	Visiting Nurse to report back to DRN with action plan based on Physician conversation. Visiting Nurse to include anticipated timeline for receipt of orders. <b>See above protocol.</b>	Phone	Immediately	<ul style="list-style-type: none"> <li>• Visit Nurse/ Physician and LHIN required to ensure timely receipt of written order from Physician and transfer to DRN via HPG.</li> </ul>
	<b>Non-Urgent</b>  <i>(Patient status update)</i>	DRN to notify Visiting Nurse	Provide patient update between Service Providers.	HPG	End of each shift	<ul style="list-style-type: none"> <li>• To promote collaboration and planning.</li> </ul>
Visiting nurse to notify DRN		Provide patient update between Service Providers.	HPG	End of each shift		

Contact Numbers				Physician Support Template
LHIN Fax Numbers		South West Complex Team Contact Numbers		<i>Support Template for LHIN and SPOs when calling Palliative Physicians</i>
Region	Fax Number	Region	Contact Numbers	<b><u>Basic Information</u></b> <ul style="list-style-type: none"> <li>• Who is the MRP?</li> <li>• Patient Name</li> <li>• DOB</li> <li>• Diagnosis</li> <li>• PPS</li> </ul>
London Middlesex Elgin Complex	519-472-3257	London Middlesex Elgin Complex	519-474-5754 / 1-855-474-5754	<b><u>Identify the Problem</u></b> <ul style="list-style-type: none"> <li>• What is currently being done for this problem?</li> </ul>
Oxford Complex	519-539-6351	Oxford Complex	519-421-5696 / 1-877-505-5696	<b><u>Recommendations</u></b> <ul style="list-style-type: none"> <li>• What is a solution to the problem?</li> </ul>
Huron-Perth Complex	519-273-6454	Perth-Huron Complex	519-276-3399 / 1-855-276-3399	<b><u>Starting New Medication</u></b> <ul style="list-style-type: none"> <li>• The physician will need the following information <ul style="list-style-type: none"> <li>○ Allergies</li> <li>○ Pharmacy Number</li> </ul> </li> </ul>
Grey-Bruce Complex	519-881-1425	Grey- Bruce Complex	519-881-1548 / 1-855-881-1548	

<i>SPO Phone Numbers</i>			<i>e-Shift Phone Numbers</i>	
<b>Provider</b>	<b>Sub-Region</b>	<b>Contact #</b>	<b>Provider</b>	<b>Contact #</b>
<b>VON</b>	London-Middlesex/Elgin	1-866-865-6711	<b>VON</b>	1-888-866-7479 Clinician Direct Line: 1-888-866-7520
	Grey Bruce	1-866-212-6413		
<b>CarePartners</b>	Grey Bruce	1-800-486-3488	<b>CarePartners</b>	1-866-288-4788 x 1069
	Huron, Perth	1-800-668-4326		
	Oxford , Elgin	1-800-443-4615		
<b>Saint Elizabeth</b>	Huron, London, Oxford	519-668-2997	<p align="center"><b><u>SW LHIN Home and Community Care</u></b></p> <p>If you require <b>assistance</b> with patient care needs or connecting with a Provider Agency, the SW LHIN team is available to assist. Home and Community Care supports is available from 8:00 am-8:00 pm, every day of the year through the SW LHIN Physician Hotline: <b>1-844-222-2463</b></p> <p>Physicians can reach the SW LHIN <b>Manager on Call</b> between 8:00pm and 8:00am by calling <b>1-800-811- 5145</b></p>	
<b>ParaMed Home Health</b>	London-Middlesex	519-439-2222		
<b>ParaMed Wellington Rd</b>	London-Middlesex	519-432-3726		