

LTC+ PROGRAM INFORMATION

What is LTC+

LTC+ is a virtual care program that connects long-term care (LTC) nursing staff and primary care providers (PCPs) with 24/7 virtual consultations with medical specialists and services that will allow them to provide high-quality care to residents in the LTC home setting and avoid unnecessary transfers to hospitals.

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+

Requests 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; 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 GIM specialist or an Advanced Practice Virtual Care Nurse, call 1-855-LTC-PLUS (1-855-582-7587)

- **Press 1 for direct GIM Consultations:** 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).
- **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 consultant on-call.

To access ordering information, requisitions and referral forms, visit www.LTCplus.ca

- **STAT Labs:** Available for LTC homes serviced by LifeLabs.
Contact: 1-877-404-0637 (between 8AM - 5PM Monday - Saturday; 5PM - 10PM Sunday)
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

GIM Consultation

If you are concerned about a resident and considering transferring them to the ED, a call to LTC+ will connect you with a GIM specialist for consultation and support. Examples include:

- Decreased intake and high blood sodium levels in a resident, the internist can provide guidance with hydration and monitoring of electrolytes.
- Resident with known CHF who develops worsening shortness of breath with evidence of volume overload on exam. The resident has advanced chronic kidney disease, which makes the dosing of Lasix challenging. The internist can provide advice about IV Lasix dosing and monitoring the response.
- Acute exacerbation of a chronic illness (diabetes, COPD) that could be managed with blood work or a sub-specialist consult.

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.
- A resident that has either tested positive for COVID-19 or is a suspected case. You have questions about testing, infection control, and/or you want to be connected to your local COVID-19 Assessment Centre for support related to mobile testing of other residents and staff.
- 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.

1-855-582-7587

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