

Tips for Physicians and Nurse Practitioners: How to Access Palliative Care in Kingston, Frontenac, Lennox & Addington (KFL&A)

Issue	Solution	Links	Details
Patient with palliative care needs	Refer to Ontario Health atHome (OHAH) (South East)	https://ontariohealthathome.ca/ OHAH Service Request/Referral Form: https://ontariohealthathome.ca/document/south-east-service-requests-referrals/ Phone: 310-2222 (no area code required) or South East – Kingston Office Phone: 613-544-7090 Fax: 613-544-1494 or 1-866-839-7299 <i>In a hospital setting, follow your organization's protocol for sending OHAH referrals/requests.</i>	- Access to care coordination, nursing, PSW, PT, OT, SLP, dietician, SW, RT - Access to medical equipment & supplies (e.g. hospital bed, commode, etc.) - Order SRK, CADD, SC hydration, etc. - Caregiver supports and referrals to community support services
Medications	Oral medications		- Fax prescription to patient's regular pharmacy
	Injectable medications	OHAH Medical Order Form: https://ontariohealthathome.ca/document/south-east-medical-order-form/ <i>Considerations: remember that injectable medications must be ordered directly from pharmacy, and not all community pharmacies keep them in stock. If patient's regular pharmacy does not have stock available and need is urgent, can send Rx to Royal Drugs in Kingston to fill (fax: 613-384-1905, phone: 613-384-3914). There may be a cost associated if delivery is required. Please let the OHAH Care Coordinator know which pharmacy is filling the Rx in order to support caregivers and nurses attending the home.</i>	- Fax prescription to a pharmacy (see considerations) - Fax Medical Order Form to OHAH so they can arrange delivery of supplies and a nurse to attend the home to draw up medication and teach caregivers to administer as appropriate

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	CADD-PCA	OHAH CADD Solis – PCA Prescription Order Form: https://ontariohealthathome.ca/document/south-east-cadd-solis-pca-prescription-order/ <i>In a hospital setting, follow your organization’s protocol for sending OHaH referrals/requests.</i>	- See instructions on form, including contingency plan - Fax to OHaH - Care Coordinator will arrange for delivery of medication, pump & supplies and request nursing visit - Earliest delivery for urgent orders is within 4hrs
	IV Infusions (e.g. IV antibiotics, IV hydration) and hypodermoclysis (SC hydration)	OHaH Parenteral Therapy Referral (Orders) Form: https://ontariohealthathome.ca/document/south-east-parenteral-therapy-referral-orders/ <i>In a hospital setting, follow your organization’s protocol for sending OHaH referrals/requests.</i>	- Fax to OHaH - Care Coordinator will arrange for delivery of medication, equipment & supplies and request nursing visit - Earliest delivery for urgent orders is within 4hrs
	Symptom Response Kit (SRK)	OHaH Symptom Response Kit (SRK) for End-of-Life Order Form: https://www.ontariohealthathome.ca/blobohahprod4cd80afe1b/wp-content/uploads/2022/09/SE-SRK-Prescription-Order-Form-EN.pdf <i>Box of injectable medications in case of emergent symptoms/patient loses their oral route to bridge until routine medications are ordered</i> Important: SRK is NOT meant for urgent/emergent prescriptions of injectable medications. If there is an immediate need for injectable medications, order as above, separate from the SRK. <i>In a hospital setting, follow your organization’s protocol for sending OHaH referrals/requests.</i>	- Fax to OHaH - Care Coordinator will arrange for delivery - Should be ordered in advance/in anticipation of future events - Usually takes at least 24 hours for delivery - Also has foley catheter supplies, syringes, SC sets

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Patient and/or caregivers need support	Share Community Grief and Bereavement Supports	Grief and Bereavement Resources in KFL&A: https://flaoh.ca/blogs/community-resources/grief-and-bereavement-resources	- Provide comfort, support, and companionship to people facing life-limiting illnesses, their caregivers, and families, and those who are affected by grief or loss
	Connect with OHaH Care Coordinator	OHaH Service Request/Referral Form: https://ontariohealthathome.ca/document/south-east-service-requests-referrals/ South East – Kingston Office Phone: 613-544-7090 Fax: 613-544-1494	- Ensure Care Coordinator is aware of need for increased support - Can assess for increase in service and/or refer to external community support services
	The Ontario Caregiver Organization	https://ontariocaregiver.ca/	- Supports and tools for caregivers. Funded by the Ministry of Health.
Patient needs home oxygen	Refer for oxygen	InspiAIR: https://www.inspiair.ca/healthcare-professional-resources/ Phone: 613-547-2727 Fax: 613-547-9727 Kingston Oxygen (KO2): https://www.kingstonoxygen.com/ Phone: 613-548-7301 Fax: 613-548-3291	- Only covered for palliative purposes for 3 months - If your patient will need oxygen for >3 months, will need walk test to see if qualifies for home oxygen coverage

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		Medigas: https://www.medigas.com/en/healthcare-professionals/make-a-referral Phone: 613-546-5529 Fax: 613-549-8586 ProResp: https://www.proresp.com/locations/kingston/proresp Phone: 613-876-3402 Fax: 613-766-6518 VitalAire: https://www.vitalaire.ca/kingston-clinic Phone: 613-530-2956 Fax: 613-530-2216	
Expected Home Death (Yellow Folder)	Home care order for “nurse may pronounce”	OHaH Medical Order Form: https://ontariohealthathome.ca/document/south-east-medical-order-form/ <i>Yellow Folders are provided by OHaH care coordinator or visiting home care nurse.</i> <i>In a hospital setting, follow your organization’s protocol for sending OHaH referrals/requests.</i>	- Instruct families that first point of contact should be home care nurse, not 911, in the event that the patient dies at home - Yellow Folder contains DNR-C, plan for pronouncement and certification, plan for on-call MRP, and plan for funeral home

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	DNR-C	Original required (with unique serial #); may order copies from https://forms.mgcs.gov.on.ca/en/dataset/014-0350-93	- Patient should have completed DNR-C form in home - Can photocopy the form once completed by Nurse/NP/MD
	Medical Certificate of Death	Medical Certificate of Death (MCOD): https://forms.mgcs.gov.on.ca/en/dataset/007-11291  11291E.pdf  11291F.pdf Guide to Completing and Transferring Electronic Medical Certificates of Death (eMCOD) for Expected Deaths that Occur Outside a Hospital Setting:  Guide to Electronic Medical Certificate of	- Two options for completing, certifying and submitting an MCOD: 1. Paper MCOD – complete (by hand or fillable PDF), certify and provide the original paper MCOD to the funeral director (current practice); or 2. eMCOD – complete and certify the fillable eMCOD PDF following the detailed instructions in the Guide. You will require an email address for the funeral home.
You need support managing your patient's palliative care needs	Consult Hospice Palliative Care Nurse Practitioner (HPC NP) - Valerie Cooper or Margaret O'Neill in KFL&A	OHaH Hospice Palliative Care Nurse Practitioner Program: https://ontariohealthathome.ca/document/hospice-palliative-care-nurse-practitioner-program/ OHaH Service Request/Referral Form: https://ontariohealthathome.ca/document/south-east-service-requests-referrals/ <i>In a hospital setting, follow your organization's protocol for sending OHaH referrals/requests.</i>	- Work with primary care provider in a shared care model to provide direct clinical care in the home in order to support continuity of care - They provide coverage Monday to Friday 8am to

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			4:30pm, no after hours or weekends - Support full Southeast region - Requests for consideration can be sent to OHaH or discussed directly with the Nurse Practitioner - HPC NPs see patients across the Southeastern Ontario region
	Consult Queen's Palliative Care	Queen's Specialist Palliative Care Team https://deptmed.queensu.ca/divisions/palliative-medicine/clinical Phone: 613-548-2485 Fax: 613-548-2361 After hours: 613-548-3232 ('0' for KGH switchboard), identify self as a health care professional and ask for Palliative attending physician on call. <i>Inpatient care at Kingston General Hospital, Providence Care Hospital Palliative Care Unit, AB Smith Homestead House Hospice; outpatient oncology palliative care clinic at Cancer Centre of Southeastern Ontario; Community Outreach team providing home visits for patients at EOL (cancer and non-cancer diagnoses).</i>	- Palliative care physicians & NP make home visits for patients at EOL residing within a 40-minute drive from Kingston General Hospital - Spectrum of care models available (e.g. shared care with primary care) - 24/7 on-call for visiting nurses in need of further medical support for patients followed by this team - May share care with HPC NP

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	Refer to a Community Palliative Care Physician	Dr. Natalie Kondor, Dr. Marie Colantonio, Dr. Christina Quinlan Phone: 613-530-4515 Fax: 613-344-1365 <i>Palliative care and primary care physicians associated with Kingston Family Health Team.</i>	- Make home visits for patients at EOL residing within approximately 30-minute drive from Kingston - 24/7 on-call for visiting nurses in need of further medical support for patients followed by this team
		Dr. Kate Koester Call 613-539-4522 to review potential referrals <i>Independent physician.</i>	- Home visits for palliative and EOL care to patients in more rural areas covering approximately 75 km from Wilton - May consider further regions if in shared care with HPC NP
Patient needs admission to Providence Care Hospital Palliative Care Unit	Consult Queen's Community Palliative Care Outreach Team	Providence Care Hospital Palliative Care Unit (PCU) https://providencecare.ca/inpatient-care-services/palliative-care/ Queen's Specialist Palliative Care Team: https://deptmed.queensu.ca/divisions/palliative-medicine/clinical Phone: 613-548-2485 Fax: 613-548-2361	- Prognosis felt to be short weeks (or less) to <3 months maximum - Established plan of care, with no further investigations planned - In referral, please specify that you are requesting consideration for PCU admission - If urgent, please call the team directly (613-548-2485)

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Patient needs admission to AB Smith Homestead House Hospice Residence	Refer to OHaH, medical handoff to Queen's Palliative Care Team	AB Smith Homestead House Hospice Residence: https://providencecare.ca/hospice/hospice-residence/ OHaH Service Request/Referral Form: https://ontariohealthathome.ca/document/south-east-service-requests-referrals/ <i>Under 'Reason for Referral' indicate assessment for admission to AB Smith Homestead House and note if urgent.</i> <i>In a hospital setting, follow your organization's protocol for sending OHaH referrals/requests.</i> Contact Queen's Palliative Medicine at 613-548-2485 for further patient-specific consultation regarding potential admission.	- PPS 30% or less or prognosis of approximately 30 days - Established plan of care, with no further investigations planned - Care can be safely managed in a home-like environment; does not require a secure unit or physical restraints; does not require airborne isolation