

Costs

OHIP covers the basic ward accommodation and other medical supplies during a patient's stay in hospital. A co-payment fee is usually charged and preferred accommodation charges may apply. A daily fee is also charged for respite care.

A Financial Services representative is available to discuss all applicable charges and insurance coverage with patients or their families prior to admission.

Additional services available

The following additional services are available free of charge on Complex Continuing Care and Respite Care:

- ◆ Patient Library
- ◆ Worship Services

Services with additional costs:

- ◆ ATM Services
- ◆ Complex Seating Clinic
- ◆ Gift Shop
- ◆ Hairdressing
- ◆ Laundry/Dry Cleaning Services
- ◆ Prosthetics & Orthotics
- ◆ Telephone/Cable/Internet

Providence Care

is a leading provider of compassionate, non-acute health care, and is affiliated with Queen's University. We specialize in complex continuing and long-term care, geriatric and rehabilitation programs, mental health services and palliative care.

Our Vision

*Providence Care will lead the way
in compassion and discovery.*

Our Mission

Trusting in Providence and strengthened by the spirit and tradition of our Founders, the Sisters of Providence of St. Vincent de Paul, we enhance the quality of life by meeting the physical, emotional, social and spiritual needs of each person.

We work with our partners to innovate and excel in education and research.

We treat each person with respect, dignity and compassion.

Our Values

*Respect & Dignity ♦ Compassion
♦ Stewardship*

Contact

for Complex Continuing Care Program

Patient Registration

Providence Care

St. Mary's of the Lake Hospital site

340 Union St., P.O. Box 3600

Kingston, ON K7L 5A2

Tel: 613-544-5220, ext. 2232

Providence
Care

www.providencecare.ca

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Complex Continuing Care Program



*"Our Complex Continuing
Care Team will make a positive
difference in the lives of those
we serve each day."*

Providence
St. Mary's of the
Lake Hospital site
Care

Complex Continuing Care Program

The Complex Continuing Care (CCC) Program is a comprehensive inpatient service. This patient-centered program is designed for persons with complex health care needs or those whose acute phase of their illness is resolved, and whose on-going needs cannot be met at home or at facilities that provide an alternate level of care. The program provides medical management, skilled nursing care and a range of interdisciplinary diagnostic and therapeutic services and technologies. CCC is not an active rehabilitation program.

If the patient's health status changes or their care needs can be met in a more appropriate setting, the CCC team will discuss alternative placement options with the patient and their families.

The program incorporates:

- ◆ assessment and treatment of medical conditions
- ◆ supportive care with the focus on maintaining functional status
- ◆ symptom control



Referrals

Patients may be referred to Complex Continuing Care or Respite Care by the Community Care Access Centre or an acute care hospital. Referrals are reviewed by the Admissions Committee and assessed for admission eligibility according to each patient's individual needs and the CCC admission criteria.

The Team

The program uses an interdisciplinary approach. Patients and their families are an important part of the team. The Team assists patients and their families to identify and achieve their goals, and to become active participants in their care.

The Team is comprised of staff from the following disciplines:

- ◆ Clinical Nutrition
- ◆ Discharge Planning
- ◆ Medicine
- ◆ Nursing
- ◆ Occupational Therapy
- ◆ Physiotherapy
- ◆ Psychology
- ◆ Pharmacy
- ◆ Therapeutic Recreation
- ◆ Social Work
- ◆ Speech-Language Pathology
- ◆ Spiritual Care

as well as Volunteers.

Respite Care

Respite Care is a component of Complex Continuing Care that provides inpatient care for individuals being cared for at home. A limited number of rooms are available for up to four weeks, two to three times a year. Access to the disciplines on the CCC Program is available on a limited basis, as Respite Care is not a rehabilitation program. Special situations are assessed on an individual basis.



Visiting Hours

Regular visiting hours are from 11:00 a.m. to 9:00 p.m. Visitors are permitted at other times but are asked to check with the patient's Care Team. Children age 14 and under must be accompanied by an adult.

Pet visitation is permitted. Persons interested in bringing a pet in to visit a patient must get permission from the Program Manager for that nursing unit. Pet visits must be in accordance with hospital policy.