



**Champlain SCI Solutions Alliance
Primary Care Services Manual
Version 2
February 2013**

Please send any updates or changes to nathan.hauch@sciontario.org

Acknowledgements

Acknowledgement is provided to the following partners for their work in putting together this manual.

- Angela Clair, SCI Ontario Regional Services Coordinator
- Nathan Hauch, Champlain SCI Solutions Alliance.
- Wanda MacDonald, Executive Director, Pinecrest Community Health Centre
- Dr. Lynne MacGregor, Outpatient Physiatrist, The Ottawa Hospital Rehabilitation Centre
- Madelyn Scanlan, Peer Support Coordinator
- Helen Zipes, Clinical Director, The Rehabilitation Centre and Academic Family Health Team, The Ottawa Hospital

Table of Contents

Introduction and Core Resources
Making a Health Plan, Establishing a Core Team
Champlain Community Care Access Centre (CCAC)
Community Health Centres (CHCs)
Family Health Teams (FHTs)
Physiotherapy
Physiatry
Specialty Clinics
Endocrinology - Bone Density Testing
Eye Clinic
Gastroenterology – Colonoscopy Testing
Infectious Disease
Neurogenetics
Pain Management
Rehabilitation Engineering
Respiratory Support
Sexuality Counseling
Sleep Apnea Clinic
Spasticity Clinic (Botox Injections, Baclofen Pumps)
Urology Clinic
Wound Care
X-ray/Radiology
Veterans Affairs
Women’s Health Centre (Includes Sexuality)
Overall Health
Counseling (Psychology, Psychiatry)
Fitness
Nutrition
Patient Education Sessions
Social Support
Appendix 1 - Dr. Cathy Craven’s Primary Health Care Checklist
Appendix 2 - Skin and Pressure Ulcer Care Checklist

Introduction and Core Resources

Welcome! This manual is a project of the **Champlain Spinal Cord Injury Solutions Alliance**. Formed in 2008, we are a collaborative network of stakeholders (people with SCI/physical disabilities, private and public service providers and researchers) who address systemic barriers, ensure the implementation of evidenced-based best practices, and develop customized solutions to improve services systemically, that in turn will minimize disability and maximize quality of life. The Alliance is supported by **Spinal Cord Injury Ontario** (formerly the Canadian Paraplegic Association Ontario). Leadership Team partners also include:

- Champlain Community Care Access Centre
- Champlain Community Health Centre Network
- The Ottawa Hospital
- VHA Health and Home Support

The objective of this manual is provide interested parties with information as to existing, publically-funded primary care resources for people with SCI and other mobility disabilities in the Ottawa and broader Champlain Local Health Integration Network (LHIN). This resource has been compiled with the view that optimum health care understands each person as unique, with each person having specific needs and objectives.

A listing of private health care service providers may be forthcoming in the future. If you or someone with SCI is having challenges obtaining a primary care physician, please contact a **Regional Service Coordinator**:

Angela Clair
angela.clair@sciontario.org
613.723.1033 Ext. 33

You may also find out more about your health care options around finding a physician via the Ontario Ministry of Health and Long Term Care's "**Health Care Connect**" initiative:
<http://www.health.gov.on.ca/en//ms/healthcareconnect/public/default.aspx>

You may also find information surrounding **recommended physical activity guidelines** at **SCI Action Canada**:
<http://sciactioncanada.ca/guidelines/>

For **comprehensive health-related information**, visit **Spinal Cord Connections**, a joint initiative of SCI Ontario and Toronto Rehab (University Health Network):
<http://spinalcordconnections.ca/>

For further information, please visit the **Consortium for Spinal Cord Medicine Clinical Practice Guidelines**:

<http://www.scicpg.org>

For more detailed, academic literature reviews related to SCI, visit **Spinal Cord Injury Rehabilitation Evidence (SCIRE)**:

<http://www.scireproject.com/>

Should you wish to speak with another person with SCI to learn more about strategies for optimum healthy living, SCIOntario's **Peer Support Program** is a great resource.

For more information, please contact:

Madelyn Scanlan

Peer Support Coordinator

madelyn.scanlan@sciontario.org

613-723-1033 Ext. 32

To learn more about **health planning initiatives** within the region, check out the website of the Champlain LHIN: <http://www.champlainhin.on.ca/>

For a **broader listing of health care services** and events in the region, see **Champlain Health Care Connect**: <http://www.champlainhealthline.ca/>

Finally, please note that this is not an exhaustive guide; **if you know of other resources that should be added or clarifications made**, please contact:

Nathan Hauch

Regional SCI Solutions Alliances Coordinator

613.723.1033 Ext. 37

nathan.hauch@sciontario.org (preferred)

To your health!

Champlain SCI Solutions Alliance

Making a Health Plan, Establishing a Core Team

It is crucial that one develop a **health plan** and establish a **core team of providers**.

Ask yourself who are the:

Primary medical providers? These may include physicians (general practitioners), nurse practitioners and physiatrists, among others.

Specialized medical providers? These may include urologists, radiologists and the like.

Core therapists? These may include physiotherapists, occupational therapists and so forth.

Other members? These include those that provide service coordination, or navigational support. These include Regional Service Coordinators and Social Workers.

Be sure to **utilize your core team** as needed. See **Appendix 1** for a checklist of essential items to consider when meeting with some health care providers.

Champlain Community Care Access Centre (CCAC)

The **Champlain Community Care Access Centre** provides a range of **attendant services** as well as primary care services such as **wound care**. For more information:

<http://www.champlain.ccac-ont.ca/>

Your Regional Services Coordinator can work with you to see if there are CCAC services available to meet your needs.

Community Health Centres (CHCs)

Community Health Centres provide a wide range of primary health care services and integrated social supports. There are nine Community Health Centres in the Champlain region:

Cornwall: L'Estrie (with rural satellites) and Seaway Valley

Ottawa: Sandy Hill, Centretown, Somerset West, Southeast Ottawa, Carlington and Pinecrest Queensway (including the South Nepean Satellite in Barrhaven)

Lanark/Renfrew: Lanark CHC (with satellites in Beachburg and Cobden)

Services include, but are not limited to:

- Primary health care
- Nutritional counseling
- Social Work/counselling supports
- Diabetes Prevention and Management
- Health promotion and community development

The CHCs also focus on the determinants of health. They offer a range of services and also facilitate referrals to other agencies. The range of services vary from Centre to Centre and may include, for example, housing supports, employment, mental health, addictions, children's services, services for youth, etc. CHCs also serve a 'catchment area' usually defined by geography. There may be a waiting list for some services.

Contact your local CHC or check their web site for more specific information.

CHCs within Champlain are **physically (structurally) accessible**. Some of the CHCs also have **Track lifts; Accessible examining tables**.

CHCs in Ottawa are part of the Coalition of Community Health and Resource Centres.

In addition to the six CHCs, this Coalition includes 8 Community Resource Centres providing a range of social services and supports to residents.

For information about the

Coalition and the organizations include please visit the Coalition web site:

<http://www.coalitionottawa.ca/index.html>

Family Health Teams (FHTs)

Similarly to CHCs, Family Health Teams (FHTs) provide a wide range of primary health care services.

The **Ottawa Hospital FHT at the Civic and Riverside sites** are physically accessible and have accessible track lifts and examining tables. As well, **St. Vincent's Hospital at Bruyere Continuing Care** is fully accessible with exam tables and track lifts.

Physiotherapy

Physiotherapy is often available as part of a rehabilitation regimen or as prescribed at by a medical practitioner. Some physiotherapy is available at these locations:

- Ottawa
 - The Ottawa Hospital
 - The Rehabilitation Centre
 - Civic Campus
 - General Campus
 - Riverside Campus
 - Montfort
 - Queensway-Carleton

- Regional
 - Arnprior
 - Cornwall Community Hospital (inpatient only)
 - Hawksbury
 - Pembroke General Hospital
 - Winchester

Some short-term physiotherapy in home environments is also available via the **Champlain Community Care Access Centre** for those on their service. For more information, visit <http://champlain.ccac-ont.ca/>.

There are **private physio providers**; if applicable, private insurance plans may cover part of the cost. Speak to your primary health care provider and/or physiatrist for more information.

While some physiotherapy is available as part of **attendant services routines** (such as **community outreach, Direct Funding** or **supportive housing**). For more information on how to access the waitlist for these services, connect with the **Champlain Attendant Services Network**:

<http://www.vhaottawa.ca/en/rspc> or with the VHA Health and Home Support Community Link Worker, Richard Ruest, at rruest@vhaottawa.ca.

Physiatry

Physiatry requires a referral from your primary health care provider or other health care professional. Physiatrists work with clients to provide a **comprehensive rehabilitation assessment**, with a primary focus on **neuromuscular and musculoskeletal concerns**.

There are both **inpatient and outpatient physiatry** services at The Ottawa Hospital Rehabilitation Centre. These are provided through a team approach.

For those in the **outlying regions of Ottawa and Champlain**, your health care provider may connect with a physiatrist via the Ontario TeleHealth Network. This minimizes transportation challenges for those clients who are unable to readily visit a site in person.

See **Physiotherapy** for more information.

Specialty Clinics

Comprehensive rehabilitation assists people with new injuries and secondary complications with their recovery.

Find out more:

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Programs/RehabilitationCentre>

Specialty clinics are hosted at the following hospitals; please check with your primary health care provider for referrals or call ahead to make appointments.

Please call 613.722.7000 to reach departments of The Ottawa Hospital.

Bone Density Clinic

Riverside Campus of The Ottawa Hospital

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Clinics/BoneMineralDensitometryBMD>

Eye Clinic

General Campus of The Ottawa Hospital

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Programs/EyeCareCentre>

Gastroenterology – Colonoscopy Testing – Civic Campus of The Ottawa Hospital

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Programs/CancerProgram/AboutTheCancerProgram/OurProgramsClinics/ColonCancerCheckPrgm>

Dental Clinic

Parkdale Civic Campus of The Ottawa Hospital

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Clinics/DentalClinic>

Foot Care

Total Foot Care

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Programs/RehabilitationCentre/ServicesAndClinics/TotalFootCare>

Other services are available here:

Champlain Community Care Access Centre

In-home services may be available for eligible clients.

Community Health Centres (some - call for availability)
Total Foot Care (The Ottawa Hospital Rehabilitation Centre)

Pain Management Clinic

The Ottawa Hospital Rehabilitation Centre

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Programs/RehabilitationCentre/ServicesAndClinics>

Rehabilitation Engineering

The Rehabilitation Centre

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Programs/RehabilitationCentre/ServicesAndClinics>

Respiratory Support

The Rehabilitation Centre

General Campus

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Clinics/RespiratoryRehabilitationforChronicObstructivePulmonaryDiseases>

Sexuality Counselling

The Ottawa Hospital Rehabilitation Centre

Sexual Health Centre (City of Ottawa)

http://www.ottawa.ca/residents/health/living/sexual/clinic_en.html

Sleep Disorders Lab (includes Sleep Apnea Clinic)

General Hospital

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Clinics/SleepCentre>

Similar services are available at the **Hôpital Monfort**.

Spasticity Clinic (Botox Injections, Baclofen Pumps)

St. Vincent's/Elisabeth Bruyere Continuing Care

The Ottawa Hospital Rehabilitation Centre

Wound Care

Champlain Community Care Access Centre

In-home services may be available for eligible clients; Community Health Centres are also options.

The Rehabilitation Centre

A specialty wound care clinic exists for patients with SCI; services are in coordination with an Infectious Disease expert.

Urology Clinic

Civic Campus of The Ottawa Hospital

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Clinics/UrologyClinic>

Montfort

Queensway Carleton Hospital

X-Ray/Radiology

Lifts and transfers are available at The Ottawa Hospital (Civic, General campuses)

Request a Hoyer lift, if applicable, ahead of appointment; the referring party can make a requisition on your behalf if requested.

Veterans Affairs

The Ottawa Hospital works closely with the Department of Veterans Affairs to provide comprehensive health care services. The Canadian Forces Hospital in Ottawa, however, is not a civilian operation. More information about the CF Hospital may be found here: <http://www.forces.gc.ca/health-sante/cfhsc-csfco/default-eng.asp>

Women's Health Centre

Shirley E. Greenberg Women's Health Centre (includes ultrasound)

<http://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrms/Programs/ShirleyEGreenbergWomensHealthCentre>

Hosted at The Ottawa Hospital Riverside Campus, this Centre provides **comprehensive primary care services as relates to women's health, particularly with respect to gynecological services.**

Overall Health

Optimum health is about much more than making doctor's appointments (although this is important!). In realization of the fact that health is about attending to the multiple needs of a person, some resources are listed below. If you have trouble accessing any of these, please contact your Regional Service Coordinators.

Counseling (Psychology, Psychiatry)

Some counseling services are possibly available through **Community Health Centres** as well as **The Ottawa Hospital Rehabilitation Centre**. While waitlists may be extensive, your primary care giver may also be able to refer you to other services. As well, some private health insurance plans cover some sessions.

Fitness Programs

Jack Purcell Community Centre provides a drop-in weight-training program for people with disabilities on Monday, Wednesday and Fridays from 9:30-11:30. For more information: http://www.jpra.ca/detail.php?id_cnt=6

The **Solway Jewish Community Centre** also has an accessible gym. Find out more here: <http://www.jccottawa.com/programs/fitness.html>

Other resources include:

Active Living Alliance

<http://www.ala.ca/Content/Contact/Overview.asp?langid=1>

Ottawa-Carleton Wheelchair Sports Association

<http://ocwsa.ncf.ca/>

National Capital Sports Council for the Disabled

<http://www.ncscd.ca/>

The **Ottawa Independent Living Resource Centre** (<http://www.oilrc.com>) also provides a range of fitness activities.

For private (out of pocket) fitness-related support, see **NeuroGym Rehab** at <http://www.neurogymrehab.com/>.

Nutrition

The Peer Support Coordinator at the SCI Resource Centre in Toronto (www.sciontario.org) has a wide range of nutrition resources. As well, some **Community Health Centres** have nutritionists available on site.

Nutrition services are also available at The Rehabilitation Centre with a referral from a physiatrist.

You may also connect with a dietician online for free:

<http://www.eatrightontario.ca/en/Default.aspx>

Patient Education Sessions

Three times a year, SCI Ontario works with the Rehabilitation Centre of the Ottawa Hospital to provide education sessions to patients. These sessions cover the topics; Skin Care, Sexuality, Healthy Eating, Adaptive Recreation, and SCI Ontario Peer Support Tips & Tricks are open to the public. For more information, please contact Madelyn Scanlan, Peer Support Coordinator.

Social Support

There are a range of social opportunities for people with disabilities in Ottawa. For more information: <http://www.oilrc.com/>. Contact your Regional Service Coordinator for other options in Ottawa and across Champlain.

Appendix 1 – Dr. Cathy Craven’s Primary Health Care Checklist¹

Things you can do or orchestrate yourself:

- ✓ See your family doctor and physiatrist once a year
- ✓ Keep a running list of your surgeries, medications and allergies
- ✓ Keep a home library of your images (CT, X-ray, MRI)
- ✓ Carry your **autonomic dysreflexia management card** in your wallet
- ✓ Get an annual kidney and bladder ultrasound, as well as cystoscopy and/or urodynamic study as advised by your urologist;
- ✓ Prevent pressure sores through routine pressure relief (3-4 times per hour), and regular cushion checks;
- ✓ Ask your doctor if you require breath stacking, or annual breathing or sleep apnea screening tests;
- ✓ Get your flu shot each fall and keep your vaccinations (tetanus) current;
- ✓ Check your bone density every 1-2 years!
- ✓ Eat 15-30 grams of fibre and drink 1.5-2 litres of clear fluids each day;
- ✓ Get routine cancer screening and do your own monthly self exams;
- ✓ Ask your doctor to check your heart rate, blood pressure, blood sugar and cholesterol every year;
- ✓ Check your weight and maintain a healthy body mass index
- ✓ Minimize your lifestyle risks by not smoking and reducing your caffeine and alcohol intake;
- ✓ Practice your stress reduction strategies;
- ✓ Consider volunteering or participating in research; and
- ✓ Routinely service and/or replace your wheelchair and equipment as appropriate

¹ Kindly provided by Dr. Cathy Craven, BA, MD, FRCPC, MSc of Toronto Rehab (University Health Network).

Appendix 2 – Skin and Pressure Ulcer Care Checklist²

- ✓ Check your skin every morning and evening. Have someone inspect the areas you cannot see
- ✓ Keep your skin clean and dry
- ✓ Relieve pressure by shifting, moving or repositioning frequently
- ✓ Ensure your equipment, chair cushion and mattress are in good working order
- ✓ Make sure clothes fit properly and avoid sitting on seams or pockets
- ✓ Maintain good nutrition and hydration
- ✓ Avoid smoking and excess alcohol intake
- ✓ If you have a pressure ulcer know the stage, cause and history
- ✓ Participate in setting the treatment plan goals
- ✓ Organize needed services and arrange for supplies
- ✓ Know the names, specialities and roles of the health care providers involved in your wound care
- ✓ Work with your healthcare providers to address pain and/or spasticity issues
- ✓ Be aware of the signs and symptoms of infection and how to seek help
- ✓ Keep a list of past and present wound care treatments

² Kindly provided by Toba Miller, Advanced Practice Nurse, The Ottawa Hospital Rehabilitation Centre.