



SPINAL CORD
INJURY
ONTARIO

LÉSIONS
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ONTARIO



SOUTHWEST SPINAL CORD INJURY
— SOLUTIONS ALLIANCE —
— ALLIANCE ONTARIENNE —
POUR LES SOLUTIONS EN LÉSIONS MÉDULLAIRES

**South West SCI Solutions Alliance
Primary Care Services Manual**

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Primary Care Resource Manual Subcommittee

Acknowledgement is provided to the following partners of SCI Ontario for their work in putting together this manual:

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Introduction and Core Resources

Welcome! This manual is a project of the **South West Spinal Cord Injury Solutions Alliance**. Formed in 2009, 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). Our Leadership Team partners also include:

- Cheshire Homes of London
- Lawson Research Institute
- Rick Hansen Spinal Cord Injury Registry
- St. Joseph's Health Care/Parkwood Hospital
- South West Community Care Access Centre

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 physical disabilities in the London area and broader South West 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 the **Regional Service Coordinator** found in the **For Further Information** section (Appendix 1) of this manual.

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:

<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, SCI Ontario's **Peer Support Program** is a great resource.

For more information, please refer to the **For Further Information** section (Appendix 1) of this manual. Topics for monthly Peer Connections sessions may be viewed online at www.sciontario.org

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

For a **broader listing of health care services** and events in the region, see **The Health Line**: <http://thehealthline.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
Champlain and South West SCI Solutions Alliances Coordinator
613.723.1033 Ext. 37
nathan.hauch@sciontario.org (preferred)

To your health!

South West 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 psychiatrists, among others.

Specialized medical providers? These may include urologists, radiologists, neurologists, and pain specialists.

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 2** for a checklist of essential items to consider when meeting with some health care providers.

South West Community Care Access Centre

The **South West Community Care Access Centre** provides a range of services including Case Management, access to professional services, personal support and a variety of community support services. SWCCAC is involved across the continuum of care from acute care to rehab to community to long term care and primary care.

The CCAC's job is to support people of all ages who are facing the challenges of age, illness, injury or disability. We are here to help you get home from hospital, get the care you need in your community, stay in your own home as long as possible, and when it is no longer possible, provide you with the information you need to make other living arrangements. We can help you move through the health system more easily and comfortably, and put you in touch with the right services and supports at the right time.

At the South West CCAC, we believe in Client Driven Care. This means we listen to you. We partner with our clients and families, respecting your knowledge, understanding your needs, and working with you to find solutions that work. We also work in partnership with other healthcare professionals to make your journey through the health system as comfortable as possible.

For more information: <http://www.sw.ccac-ont.ca>

When you contact your local CCAC, you will be introduced to a Case Manager, who will:

- Talk with you about your needs, and answer questions about what CCACs can provide and what's available in your community
- Conduct a health care assessment
- Develop a customized care plan that meets your specific needs
- Check in regularly with you and adjust your plan if your needs change

Your CCAC Case Manager works on your behalf to make sure you have access to the care and services you need.

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

Community Health Centres

Community Health Centres provide a wide range of primary health care services and integrated social service supports.

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; **please call ahead to inquire as to physical accessibility:**

London InterCommunity Health Centre

<http://www.lihc.on.ca>

Central Community Health Centre (Saint Thomas)

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

Great Bend Area Community Health Centre

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

West Elgin Community Health Centre

<http://www.wehc.on.ca>

Woodstock and Area Community Health Centre

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

South East Grey Community Health Centre

<http://www.segchc.ca/sites/home/pages/welcome.aspx>

To find other, accessible health care options in your community, visit:

<http://www.hco-on.ca/English/Search/>

Physiotherapy

Physiotherapy is often available as part of a rehabilitation regimen or as prescribed by a medical practitioner. Some outpatient physiotherapy is available at Parkwood Hospital

Please check out the Outpatient Services web sites for **Regional Hospitals** in this manual for information on other sites.

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

There are **private physiotherapy 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.

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 Parkwood Hospital. These are provided through a team approach.

For those in the **outlying regions of London and South West**, your health care provider may connect with a physiatrist via the Ontario TeleHealth Network (see <http://otn.ca/en/patients-families/> for more information). This minimizes transportation challenges for those clients who are unable to readily visit a site in person.

To find out if specific physiatrists are available, please check with your SCI Ontario Regional Service Coordinator for assistance.

Specialty Clinics

Comprehensive rehabilitation assists people with Spinal Cord Injuries and related secondary complications (for example, pressure sores and Urinary Tract Infections) with their recovery.

Below is a comprehensive listing of SCI-related services offered via **St. Joseph's Health Care** in London.

Please consider verifying if services are available via your local Community Care Access Centre for services such as physiotherapy prior to contacting hospitals, and call ahead to make appointments.

Spinal Cord Rehabilitation – Services – Overview

<http://www.sjhc.london.on.ca/spinal-cord-injury-rehabilitation/what-we-offer>

Ambulatory Care at Parkwood Hospital

CONTACT:

<http://www.sjhc.london.on.ca/ambulatory-care-parkwood-hospital/contact-and-directions>

Adult Wheelchair and Seating Program

<http://www.sjhc.london.on.ca/wheelchairseating>

Continence Clinic

<http://www.sjhc.london.on.ca/continence>

Fitness Centre

<http://www.sjhc.london.on.ca/parkwoodfitnesscentre>

PossAbilities – Assistive Technologies

<http://www.sjhc.london.on.ca/possabilities>

http://www.sjhc.london.on.ca/sites/default/files/pdf/possabilities_brochure.pdf

Wound Care

<http://www.sjhc.london.on.ca/wound-care/info-patients>

Diagnostic Imaging

CONTACT:

<http://www.sjhc.london.on.ca/diagnostic-imaging/contact-and-directions>

Bone Mineral Densitometry

<http://www.sjhc.london.on.ca/diagnostic-imaging/bone-mineral-densitometry>

Breast Imaging

<http://www.sjhc.london.on.ca/diagnostic-imaging/breast-imaging>

Ultrasound

<http://www.sjhc.london.on.ca/diagnostic-imaging/ultrasound>

Gastroenterology

<http://www.sjhc.london.on.ca/gastroenterology>

CONTACT:

<http://www.sjhc.london.on.ca/gastroenterology-program/contact-and-directions>

Colonoscopy and Polypectomy

<http://www.sjhc.london.on.ca/gastroenterology-program/patient-information-what-you-need-know/colonoscopy-and-polypectomy>

Endoscopic Ultrasound

<http://www.sjhc.london.on.ca/gastroenterology-program/patient-information-what-you-need-know/endoscopic-ultrasound-eus>

Gynecology

<http://www.sjhc.london.on.ca/womens-health/gynaecology>

CONTACT:

<http://www.sjhc.london.on.ca/womens-health/contact-and-directions>

Infectious Diseases

<http://www.sjhc.london.on.ca/infectiousdiseases>

CONTACT:

<http://www.sjhc.london.on.ca/infectious-diseases-care-program/contact>

Ivey Eye Institute

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

<http://www.sjhc.london.on.ca/ivey>

CONTACT:

<http://www.sjhc.london.on.ca/areas-care/ivey-eye-institute/contact-and-directions>

Osteoporosis and Bone Disease

<http://www.sjhc.london.on.ca/osteoporosis>

CONTACT:

<http://www.sjhc.london.on.ca/osteoporosis-and-bone-disease/contact-directions-and-hours>

Pain Management

<http://www.sjhc.london.on.ca/painmanagement>

CONTACT:

<http://www.sjhc.london.on.ca/pain-management/contact-and-directions>

Victoria Hospital (London Health Sciences Centre)*

Gastroenterology

<http://dom.lhsc.on.ca/dom/divisions/gastro/referrals.html>

Obstetrics and Gynecology Outpatient Clinic

[http://www.lhsc.on.ca/Patients Families Visitors/Womens Health/Ob Gyn Outpatient/index.htm](http://www.lhsc.on.ca/Patients_Families_Visitors/Womens_Health/Ob_Gyn_Outpatient/index.htm)

Urology

<http://www.urologic.uwosurgery.ca/urologicsurg.aspx>

Regional Hospitals

Below are listings for regional hospitals outside of London. Please note that accessibility for patients with SCI has not been verified at this time; **call in advance to find out more information**, especially for services that may require the use of an accessible examining table.

As well, consider verifying if services are available via your local Community Care Access Centre for services such as physiotherapy prior to contacting hospitals.

Alexandra Hospital (Ingersoll) – Ambulatory Care Clinics

<http://www.alexandrahospital.on.ca/index.php/patientsvisitors/patient-services#AmbulatoryCareClinics>

Alexandra Marine and General Hospital (Goderich)

Outpatient Services

<http://www.amgh.ca/Default.aspx?cid=79&lang=1>

Physiotherapy for those with a physician in the catchment area

<http://www.hpha.ca/Default.aspx?cid=525&lang=1>

Grey Bruce Health Services

<http://www.gbhs.on.ca/>

Hanover and District Hospital – Outpatient and Rehabilitation Services

http://www.hanoverhospital.on.ca/services_display.php?cid=29

Huron-Perth Health Care Alliance – Clinical Programs

<http://www.hpha.ca/Default.aspx?cid=525&lang=1>

Listowel Wingham Hospitals Alliance

Outpatient Services – Listowel Site

<http://www.lwha.ca/Default.aspx?cid=105&lang=1>

Outpatient Services – Wingham Site

<http://www.lwha.ca/Default.aspx?cid=103&lang=1>

Middlesex Hospital Alliance – Outpatient Services

http://www.mhalliance.on.ca/Medical_Services/Outpatient_Clinics

South Bruce Grey Health Centre – Specialized Services/Outpatient Clinics

http://www.sbgchc.on.ca/Programs_Services/Specialized_Services/Outpatient_Clinics

South Huron Hospital and Medical Centre

Outpatient Clinics

<http://shha.on.ca/ProgramsServices/PatientServices/OutPatientClinics/0/0>

Physiotherapy

<http://shha.on.ca/ProgramsServices/PatientServices/Physiotherapy/0/0>

Tillsonburg District Memorial Hospital – Our Services

http://www.tillsonburghospital.on.ca/index.php?option=com_content&view=article&id=69&Itemid=30

Woodstock General Hospital – Ambulatory Care Services

http://www.wgh.on.ca/wgh/index.php?option=com_content&view=article&id=185:ambulatory-care-services&catid=64:clinical-services-a-programs&Itemid=324

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 Coordinator.

An extensive list of services available in the South West region are available at <http://thehealthline.ca/>

Counseling (Psychology, Psychiatry)

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

Other resources include:

Mental Health – Coordinated Access Team

<http://www.sjhc.london.on.ca/mental-health-care/coordinated-access-team-mental-health-care-referraladmission>

Mental Health – Canadian Mental Health Association – London-Middlesex: How to Access Services

http://www.london.cmha.ca/bins/site_page2.asp?cid=284-301-303&lang=1

Mental Health – London Health Sciences Centre (Victoria Hospital)

http://www.lhsc.on.ca/About_Us/Psychological_Services/

Fitness Programs

Accessible Sports Council of London and Area

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

Fitness Centre (Parkwood Hospital)

<http://www.sjhc.london.on.ca/parkwoodfitnesscentre>

Independent Living and Social Support

Independent Living Centre – London and Area
<http://www.ilcla.ca/>

Hutton House – Recreation and Volunteerism
<http://www.huttonhouse.com/index.htm>

Nutrition

If you are an outpatient at Parkwood Hospital, you may be able to access an SCI Team Dietician and specializes in SCI and nutrition.

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

You may also connect with a dietician online for free:
<http://www.eatrightontario.ca/en/Default.aspx>

Patient Education Sessions

Approximately once a month (10-11 times a year, SCI Ontario works with the staff of Saint Joseph's 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 the Peer Support Coordinator.

Transportation

Poor access to transportation can make it difficult to keep medical and other appointments. Wherever possible, try to coordinate appointments with pick up and drop off times if you are not transporting yourself directly.

When booking rides through public or private (out of pocket) transportation providers, you may wish to consider asking if there is a discount for persons with disabilities.

London Transit Commission – Accessible Transit

<http://www.ltconline.ca/Conventional.htm>

AboutTown – Accessible Taxis - London

Private – patron must pay out of pocket

<http://www.abouttown.ca/taxicabs.Fphp>

For accessible options in areas outside of London, please visit TheHealthLine:

<http://www.thehealthline.ca/listServices.aspx?id=10109>

For Further Information

For assistance within these locations, please contact the **SCI Ontario London Office:**

Elizabeth Zarnowiecki, Regional Services Coordinator

519-433-2331 Ext 222

Elizabeth.Zarnowiecki@sciontario.org

ADELAIDE	ALDBOROUGH	ARRAN
ASHFIELD	BAYHAM	BIDDULPH
BLENHEIM	BLANSHARD	BRANT
BRUCE	CARADOC	CARRICK
COLBORNE	CULROSS	DELAWARE
DEREHAM	DORCHESTER	DOWNIE
DUNWICH	EKFRID	ELDERSLIE
ELMA	ELLICE	FULLARTON
GODERICH	GREENOCK	GREY
HAY	HIBBERT	HOUGHTON
HOWICK	HULLETT	HURON
KINCARDINE	KINLOSS	LOBO
LOGAN	LONDON	MALAHIDE
MCGILLIVRAY	MCKILLOP	MIDDLETON
MINTO	MORNINGTON	MORRIS
MOSA	NISSOURI	NORTH EASTHOPE
NORWICH	OXFORD ON THAMES	SAUGEEN
SOUTH EASTHOPE	SOUTHWOLD	STANLEY
STEPHEN	TUCKERSMITH	TURNBERRY
USBORN	WALLACE	WALSINGHAM
WAWANOSH	WILLIAMS	YARMOUTH
ZORRA		

For assistance within these locations, please contact the **SCI Ontario Barrie Office:**

Heather Hollingshed, Regional Services Coordinator

705-726-4546 Ext 222

Heather.Hollingshed@sciontario.org

ALBEMARLE	AMABEL	DERBY
BENTINCK	EUPHRASIA	GLENELG
EASTNOR	KEPPEL	LINDSAY
HOLLAND	PROTON	ST. EDMUNDS
NORMANBY	SULLIVAN	SYDENHAM
SARAWAK	ARTEMESIA	

Appendix 2 – 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!
- Keep 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

¹ Kindly provided by Dr. Cathy Craven, BA, MD, FRCPC, MSc of Toronto Rehab.

- Routinely service and/or replace your wheelchair and equipment as appropriate

Appendix 3 – Skin Pressure and 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 Rehabilitation Centre.