

May 14, 2020

To: Oxford County healthcare providers
From: Southwestern Non-hospital Pandemic Planning Table
Subject: Oxford County Community Paramedicine Program pilot

In response to the COVID-19 pandemic, Ontario Health has requested teams across the province prepare for a surge in the health care system in order to bridge the gaps where the existing health human resources could not handle potential overflow or surge. Consequently, work was initiated by the Southwest Non-hospital Pandemic Planning table in anticipation of the need for urgent palliative care.

To support the work of the South West LHIN Oxford Palliative Care Outreach Team (PCOT) a 13 member Oxford County Community Paramedicine Team is providing crisis and symptom management for patients in their home on a pilot basis until August 31, 2020, when resources are in demand.

Paramedics on the team have completed the Pallium Elite LEAP-Paramedic training as well as undergone extensive Personal Protective Equipment reviews.

The community-based Oxford PCOT team will continue its work in partnership with primary care to coordinate and provide end of life care to individuals in their homes.

The paramedic team will have the potential to provide in person comprehensive assessments for rostered PCOT patients with urgent and emergent pain and symptom management needs. They will have a Symptom Response Kit (SRK) available to administer medications as needed with direction from Oxford PCOT physicians to help resolve symptoms and prevent a visit to the emergency department. Care can also be provided to those who may benefit from a palliative approach to care not yet rostered with Oxford PCOT.

The team is also working with Southwestern Public Health to provide COVID-19 swab testing for staff and residents of long-term care homes and congregate living settings.

Who can access the Oxford County Community Paramedicine Team

- Care providers including primary care, service providers, LHIN staff, and caregivers of PCOT patients (after initial contact has been made with nursing agency).

How to contact the Oxford County Community Paramedicine Team

***Available 24 hours a day, seven days a week (24/7)**

- Care providers can call **519-421-5352** to access the team.
- Care providers can also email the team at CP@oxfordcounty.ca (monitored 24/7).
- For any questions for concerns contact Community Paramedicine Coordinator Ryan Orton at 519-521-7350.

When to call the Oxford County Community Paramedicine Team

- The patient requires an urgent, in person assessment related to pain and symptom management.
- The patient is in a pain or symptom crisis and does not have access to a symptom response kit in their home (medications available are lorazepam, midazolam, haloperidol, hydromorphone and scopolamine).
- The patient requires urgent support not otherwise available in the community such as emergent Implantable Cardioverter Defibrillator (ICD) deactivation, falls recovery or supplemental oxygen.
- To help prevent a visit to the emergency department.
- If a nurse cannot arrive within a reasonable timeframe to a patient with an urgent need.

Project leads/contacts

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