

To: South West LHIN Stakeholders
From: South West LHIN Home and Community Care
Re: Community Nursing Clinics
Date: October 19, 2020

The South West LHIN is committed to ensuring that care in the community is provided in a safe manner and that the availability of community nurses is managed responsibly to provide safe, high quality care. The South West LHIN works to ensure patients receive nursing care at the right time and the right place – through the delivery of consistent and equitable services for patients.

The South West LHIN takes a ‘clinic-first’ approach, providing care to patients who can be appropriately supported in the clinic and providing care at home to those people who need it there most. This is part of a larger strategy to increase capacity, improve patient safety and outcomes, and best manage our resources.

To support equitable access to care and delivery of nursing services, we need your support in communicating with patients/families that our Care Coordinators will work with each patient/family to determine (based on their need) the appropriate nursing treatment location. The location will be reassessed if/when their condition changes.

You can support this approach by working with us to share consistent messages that reinforce the safety and benefits of Community Nursing Clinics:

- Community Nursing Clinics are conveniently located in neighbourhoods across the South West allowing patients to have scheduled appointments near their home or work
- Our clinic delivery model supports nursing oversight, including infection prevention and control measures, and strict COVID-19 screening practices and precautions that include: screening, signage, risk assessment, masking, physical distancing, and cleaning as per Public Health Ontario recommendations
- Supplies are available at the clinic, including Personal Protective Equipment to ensure the safety of patients, families and service providers during clinic visits.
- Having patients receiving care in the community supports independence, socialization and improves mobility
- Community Nursing Clinics are covered by OHIP
- All sites are accessible and have free parking
- Clinic hours of operation vary by location to best meet the needs of patients
- The majority of Community Nursing Clinics have remained open during the COVID-19 pandemic and providers have taken steps to ensure that care is delivered in compliance with the [Public Health Guidelines](#) for home and community care. This has been critical in providing continued access to care for patients and ensuring that clients are protected

Additional resources to support Community Nursing Clinics included here:

South West LHIN Home and Community Care Referral form - during your conversations with patients, we ask that you please defer to the Care Coordinator to having the conversations with patients/families about where their nursing treatment is provided (in one of our Community Nursing Clinics or at home). Here is a [link](#) to our Form Library for Prescribers.

South West LHIN Home and Community Care brochure, and *Community Nursing Clinic fact sheet* (both attached) – these documents can be used as a reference or shared with patients and families as you are discussing a referral you are making for Home and Community Care services.

Available now: Current [online map](#) of the South West LHIN Community Nursing Clinics.

If you have questions, please contact us at: sw.patientsafety@lhins.on.ca.

Thank you for your collaboration and support as we work together to support our patients.