

Going to Complex Care

1

The Healthcare Team meets with you (and family) to discuss your care needs.

2

A member of the Healthcare Team reviews the

- Letter of Understanding about complex care
- and co-payment information
- You (and family) sign the document(s) and are given copies.

3

A member of the Healthcare Team will complete an Admission Application which includes your clinical information and care needs. The application will be sent to partnering Complex Care Hospitals.

4

You will wait in the hospital until a Complex Care bed is available. Your co-payment charge will start at this time.

5

A Complex Care bed becomes available and the Healthcare Team will help you transfer to the Complex Care Program.

Questions:



What is
Complex
Care?

What is Complex Care ?

You have been in the hospital and no longer need acute medical treatments, tests and procedures. At this time the care and services you need cannot be provided at home or in a long-term care home. The care you need is provided in a Complex Care Unit.

Complex Care Units provide care and services to patients with complex medical conditions due to an illness or disability. Complex Care Units are in many local hospitals. Patients stay in a Complex Care Unit for a limited period of time.

Your Healthcare Team will discuss with you your care needs and admission to a Complex Care Unit. During your stay there, a team of health care providers will work with you to identify and meet your health goals.

When you have met your goals or reached a natural stopping point, you will be discharged home or to a different place for care.

There are different types of complex care, these include the following:

- medically complex care
- restorative care
- end of life care
- behavioural health

A member of your Healthcare Team will explain the different types to you. You will be admitted to the Complex Care Unit that best meets your needs.