

Welcome to Lyndhurst: Outpatient Services



Outpatient Orientation

We created this orientation package to make sure every patient transitioning from our inpatient to outpatient service feels **prepared, supported** and **welcomed**.

We want to make sure you know:

- who and what services can be accessed as an outpatient at Lyndhurst
- what to expect while waiting to start in the Outpatient program
- how to prepare for your first and follow up appointments
- how to contact the outpatient team if you have any questions

Lyndhurst Outpatient Services

The Spinal Cord Rehabilitation Program, Outpatient Services provides a range of specialized services for people with spinal cord injury/disease. The outpatient specialty clinics and rehabilitative therapies help assist with patients' independence, community re-integration and overall health management.

- Before discharge, your inpatient team will talk with you about a referral to the outpatient service. **A physician's referral is required for all outpatient services.**

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Lyndhurst Outpatient Services consists of

Rehabilitation Services

Physiotherapy

Occupational Therapy

Social Work

Nursing Follow up

Therapeutic Recreation

Nutrition Education

Speech Language Pathology

Respiratory Therapy

Rehabilitation Services

- Require physician referral
- May be referred to one or more service
- Time limited and goal-directed therapies

Specialty Clinics

- Require physician referral
- Help prevent and manage complications caused by SCI and disease
- Specialists, not primary care

Specialty Clinics

Physiatry

Neurology

Bone Density

Robson Clinic (urology)

Skin and Wound Management Clinic

Seating Clinic

Assistive Technology Clinic

Intrathecal Baclofen (ITB) Clinic

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Just like inpatient rehab was different than acute care, outpatient rehab will be different than your inpatient experience.

What is similar to inpatient therapy?

- You and your health care team will work together to determine your learning needs and rehab priorities.
- Your team members will work together to help you meet the goal you were referred for.
- You might find rehab to be physically and emotionally demanding.
- We will talk with you about discharge planning.

What is different from inpatient therapy?

- Your assessment will determine if you need therapy and how much.
- You will be informed how often you will come for therapy based on the goal you have.
- Your assessment and therapy might include both virtual (phone or computer) and in-person appointments.
- The skills you learn in rehab will help you manage in the community.
- Travelling to and from your appointment might be tiring.
- You will not be able to use the exercise equipment or the pool.
- You will not have access to the Café in the main lobby.

Quick Tip #1



myUHN Patient Portal is a secure website that lets you:

- See your appointments and get appointment reminders
- See results and clinic notes as soon as they are ready
- Find education resources
- Share your information with others

Ask your unit's program assistant to print your registration code and sign up for the patient portal today

1A – Valerie

1B – Amanda

2B - Julie

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Physical distancing restrictions are in place during the Covid-19 pandemic. Please space yourself 2 meters away from others in the waiting room. You will not be able to go to the inpatient units for any reason.

How will my appointment get booked?

1. You will get a phone call from an outpatient team member to book your assessment. The caller ID will read as **(416) 597-3422**.
2. We will offer you an appointment timeslot and name of therapist for your two assessment sessions. If you have ongoing therapy, it will be the same time and with the same therapist as the assessment.
3. If this appointment doesn't work for you, we will call you back to offer you the next available timeslot and therapist.
! Your name **will not** go to the bottom of the waitlist
4. Once you accept an appointment offer, the appointment will be booked
 - If you have signed up for myUHN patient portal, you will be able to see your appointments online and receive reminders

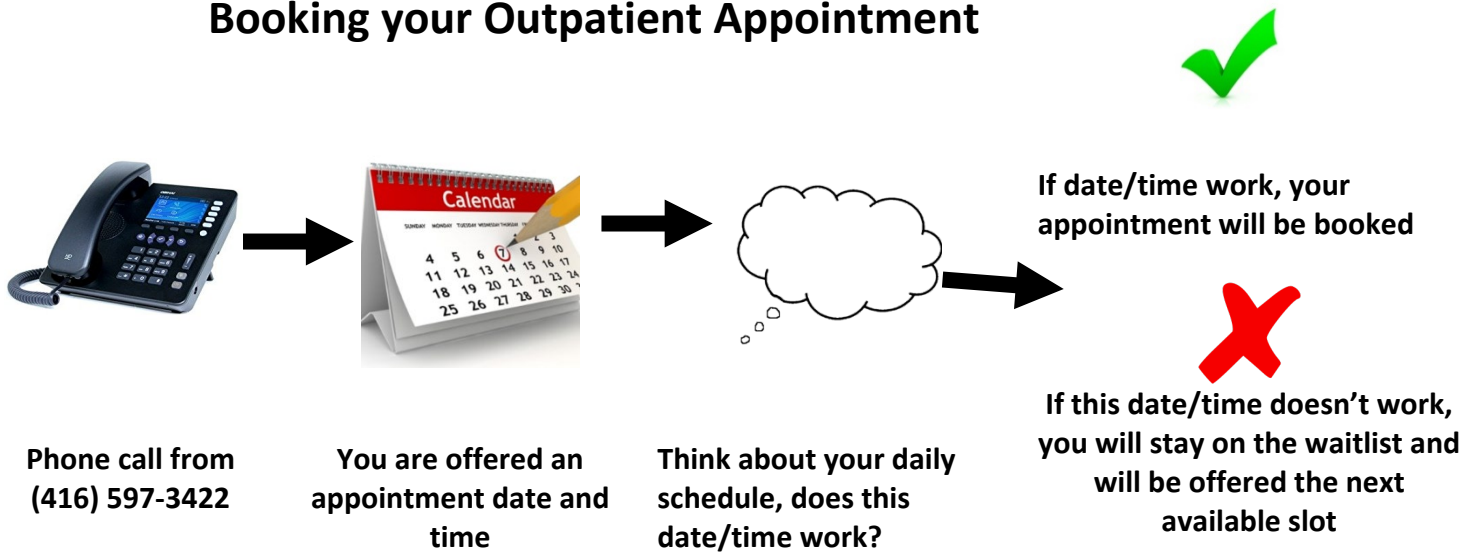


- Please make sure the time and day offered to you works for your schedule!
- If you are not able to attend the appointment you are offered please do not accept it.
- Please let us know if there are days and times that are not good for you. (ie. not on Wednesdays, not in the morning)
- If you are coming for more than one therapy, you can ask if appointments can be scheduled on the same day. You may have to wait a bit longer to get your appointments.

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Booking your Outpatient Appointment



How long will I have to wait?

- The wait list changes all the time depending on the number of people waiting to come to the Outpatient program.
- Your name is put on the waitlist when you are discharged from the inpatient service.
- We will contact you with an appointment as soon as one becomes available.

Quick Tip #2: Questions about your referral?
Contact the outpatient service coordinator at 416.597.3422 x 6591

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How often will I come for therapy?

- You will have an initial assessment of 2 appointments with your new therapist to determine if you meet the outpatient services criteria. We will let you know how long you will come for therapy.
- Outpatients have therapy appointments 1 to 2 times per week.
- Therapy appointments are a maximum 45 minutes in length.
- Your therapy might be both virtual (computer or phone) and in-person (you come in to the hospital).

How long will I be an outpatient?

- Based on your assessment results, your therapist will determine if you need therapy. Your therapist will also let you know when your discharge date will be.
- Not all of your therapies start or end on the same date.
- If you miss an appointment, it might be possible to make up to 2 sessions.



Please **do not** come to Lyndhurst if you are sick.

What should I expect for my appointments?

Before your first therapy appointment

- You will have a phone screen to ensure you are healthy and able to come to Lyndhurst.
- Plan to arrive no more than 10 minutes before your appointment. Plan your ride home as soon as your appointment is done.

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Your first appointment

- Check in at the Outpatient Reception located to the left at the main entrance
 - ✓ You will need to show your OHIP card and confirm your address and phone number
- You will have two assessment sessions to determine if you need therapy.
- Your therapist will spend time reviewing your medical history, learning about how you have been since you left Lyndhurst and assessing your current abilities, needs and goals.
- Your therapist will review the attendance policy from the Outpatient Attendance letter.

At every appointment

- Wait in the lobby waiting area. Your therapist will come to meet you.
- You will need to wear a mask at all times covering mouth and nose.
- Please ask if you can bring an Essential Care Partner (ECP) with you. This person must be essential to support your care and must stay with you for your whole appointment. If you do not need help during an appointment, this person will not be able to come into the hospital.

What do I need to bring when I come for therapy?

These items might be helpful to have depending on your therapy time and how long you will be away from home.

- Bladder supplies
- Medication
- A snack and water if you will be at Lyndhurst for an extended time
- OHIP card
- You might want to bring a change of clothes, just in case!

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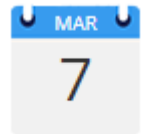


Taking Charge of My Outpatient Therapy



Ensure that we have your most up-to-date contact information. Notify us if you need a support person with you at the appointment.

Keep a record of all scheduled appointments at home or on your phone. Register with myUHN.ca Patient Portal.



Let us know if you are working with other health care professionals

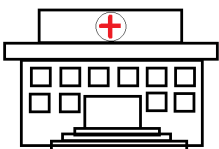
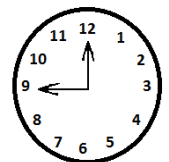
Book your travel to arrive 10 min before your appointments and 10 min after your appointment is over.



Cancelled

Notify us as soon as possible if you cannot attend a scheduled appointment and need to cancel

Let us know if you're running late or you need to change an appointment to another time



Let us know of any changes to your health

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The Patient Point of View Making the most out of outpatient rehab

Time goes by so fast. Take advantage of the opportunities that come up.

Do exercises and stay active while you're waiting to start outpatients to maintain everything you gained as an inpatient.

Talk with other outpatients. Peer support is really important. We all improve by helping each other.

Make sure your therapist knows what's important to you. They will help you work towards your goals if they know what they are.

Information is power. Ask questions if you don't know or understand something.

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How we can help	Extension, Email and/or Webpage
For more information on your referral	x 6591
To ask about your appointment date and time, or to cancel or re-schedule an appointment	X 6591
If you are late for your appointment	x 6064
To view your appointment schedule online, sign up for the myUHN Patient Portal	416 340 3777 myUHN@uhn.ca myuhn.ca
If you have a compliment or concern about our services, contact the Outpatient Services Manager or Patient Relations	Kristina Guy x 6075 Patient Relations 416 340 4907