

Welcome to Lyndhurst: Outpatient Services



Outpatient Orientation

This orientation package is developed to help you transition from our inpatient to outpatient service. We want you to feel **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 with patients' independence, community 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 services
- 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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As inpatient rehab was different from acute care, outpatient rehab will be different from 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.
- Outpatient rehab can 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 can use the gym **ONLY** when assigned by your therapist.

Quick Tip #1



myUHN Patient Portal is a secure website that provides patients at UHN with quick and safe access to their UHN personal health record. Patients are able to see this information in real time as it becomes final. The portal can help you get the information, education and tools you need to manage your health.
Ask any team member to sign you up for the patient portal today.

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Will you miss or need to cancel an Outpatient Appointment?

- **Do not** come to your appointment if you have **any** symptoms of COVID-19 or are not feeling well. Please use the Patient Screening tool at www.uhnpatientscreen.ca before you come to Lyndhurst.
- If you are sick or can't make your Physiotherapy or Occupational Therapy appointment, please call: 416 597 3422 ext. 6591. Leave a voice mail with:
 - your name,
 - your therapist's name,
 - the date and time of the appointment(s) that you are cancelling,
 - the reason for the cancellation.

Please leave a telephone number where we can easily reach you if needed.

- If you cancel an appointment for any reason, up to 2 make-up sessions can be arranged. Your therapist determines the number of make up sessions.
- If you miss 2 appointments without notifying us, you will be **discharged** from the Outpatient therapy service.

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How will my therapy appointment get booked?

1. You will get a phone call from an outpatient team member to book your therapy 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 time does not work for you, we will call you back to offer you the next available timeslot and therapist.
 - ! Your name **will stay at the top** of the waitlist.
 - ! **If you decline twice, you will be removed from 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. We may not be able to change your appointment time once you start.
- 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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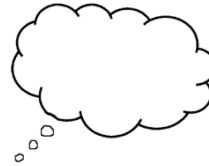
Booking your Outpatient Appointment



Phone call from
(416) 597-3422



You are offered an
appointment date and
time



Think about your daily
schedule, does this
date/time work?



If date/time work, your
appointment will be booked



If this date/time doesn't work,
you will stay on the waitlist and
will be offered the next
available slot

How long will I have to wait?

- The wait list changes all the time for therapy depending on the number of people waiting to come to the Outpatient therapy program.
- Your name goes 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 Services 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 –4 appointments with your new therapist to decide if you meet the outpatient therapy services criteria. We will let you know how long you will come for therapy.
- Outpatients have therapy appointments twice per week.
- Therapy appointments are a maximum 45 minutes in length.

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.
- Your therapy appointments (e.g. OT, PT, SW) might not 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 15 minutes before your appointment. Plan your ride home as soon as your appointment is over.
- Please be sure to set up voicemail on your primary phone number so we can leave a message for you.

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Your first therapy appointment

- Hand sanitize and put on new hospital grade mask. Complete Health Screen to ensure you are healthy.
- Check in at the Reception located to the right of the main entrance
 - ✓ You will need to show your OHIP card and confirm your address and phone number
- You will have 2-4 assessment sessions to determine if you are appropriate for 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 expectations.

Your first clinic appointment

- If your first appointment back at Lyndhurst is with one of the Specialty Clinics (Physiatry, Seating, Skin and Wound), please check in with the Outpatient Reception located to the left of the main entrance.

At every appointment

- Hand sanitize and put on a new hospital grade mask. Check in at the Outpatient Reception and then wait in the lobby for your therapist to come and meet you. Complete Health Screen.
- You will need to wear a mask at all times covering mouth and nose.
- An Essential Care Partner (ECP) can come with you to your appointment. This person will help support your care. **ECP must be fully vaccinated to enter the hospital.**

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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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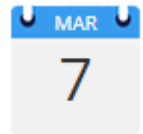


Taking Charge of My Outpatient Therapy



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

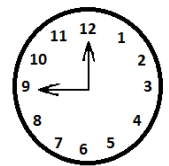
Book your travel to arrive 10 min before your appointments and 10 min after your appointment is over.



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 are waiting to start outpatients to maintain everything you gained as an inpatient.

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

Information is power. Ask questions if you do not know or understand something.

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

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Important Contact Information

How we can help	Extension, Email and/or Webpage
For more information on your referral	416-597-3422 x 6591
To ask about your appointment date and time, or to cancel or re-schedule an appointment	416-597-3422 X 6591
If you are late for your appointment	416-597-3422 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 Patient Relations	Patient Relations 416-340-4907