

# Advanced Adult Cardiac Care Patient Access Management Process

Better access to quality cardiac care

## Physician Role

1. Provide all data specified on the standard referral form
2. Inform the patient of options for timely access to care

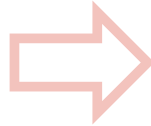
## Patient Role

1. Enquire about wait time at referring centre
2. Request information on options for timely access to care
3. Review the CCN brochure with your MD, RCCC and/or family member



## 1 Patient & Physician

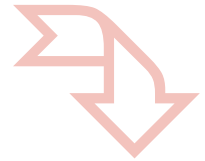
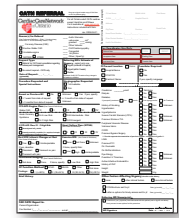
Mutual Decision for Treatment



## 2 Physician Completes CCN Standard Referral Form

### Referral Form

1. The Cardiac Centre and Regional Cardiac Care Coordinator (RCCC) require the information on the referral form to calculate a priority score for the patient and a recommended maximum wait time.



Cath Surgery PCI



Regional Coordinator at Cardiac Centre



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## Regional Cardiac Care Coordinator Role

1. Receives all referrals and schedules the patient's procedure based on priority derived from the data provided on the referral form.
2. Sends information to the patient explaining timely access to care options
3. Communicates with patients regarding changes in their clinical status, wait time and procedure booking date
4. Communicates with referring physicians and hospital cardiologists/surgeons regarding patient clinical and wait time status
5. Monitors patients to ensure they do not exceed a maximum recommended wait time for their procedure and priority
6. Monitors service availability and facilitates patient transfer to another centre for timely access to care



Data entry into Provincial Registry

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## CCN Advanced Adult Cardiac Care Database

1. Monitors and reports wait times for all Ontario patients waiting for advanced cardiac services
2. Identifies all patients waiting beyond their recommended maximum wait times



## 6 Patient Treatment



Urgent



Semi-Urgent



Elective

Patient Prioritization

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## Cardiac Priority Score

1. All patients referred for an advanced cardiac procedure are prioritized based on data provided by their physician.
2. The prioritization is a guideline that determines the patient's recommended maximum wait time
3. Patients are monitored by the RCCC to ensure they do not wait beyond their recommended maximum wait time

## RCCC/CERO Contact List

All CCN member hospitals offer cardiac catheterization, and many also offer PCI and/or cardiac surgery. Regional Cardiac Care Coordinators are available in all advanced cardiac care centres. Please contact a RCCC if you have any questions regarding your patients' cardiac procedure or wish to discuss alternative options of where your patient can receive treatment.

### Regional Cardiac Care Coordinators

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#### Hamilton Health Sciences Corporation – General Campus

- Catheterization/Angioplasty: • 905-577-1417
- F 905-527-1558
- Surgery: • 905-527-4322 ex 46220 • F 1-866-928-5883
- Heart Rhythm: • 905-527-4322 x 46796 • F 905-577-8037

#### Health Sciences North

- Catheterization/Angioplasty: •705-523-7100 ext. 8118
- F: 705- 671-5581
- Surgery: • 705-671-5550 • F 705-671-5581

#### Hôtel-Dieu Grace Hospital, Windsor

- Catheterization/Angioplasty: • 519-973-4411 ext. 3156
- F 519-973-5584

#### Kingston General Hospital

- Catheterization/Angioplasty/Surgery/TAVI/Heart Rhythm: • 613-548-1399
- Heart Rhythm • F 613-548-2530
- Cardiac Cath/ PCI: • F 613-548-2407
- Cardiovascular surgery: • F 613-548-2387

#### London Health Sciences Centre – University Campus

- Catheterization/Angioplasty: • 519-685-8500 ext. 37888
- F 519-663-3069
- Surgery: • 519-685-8500 ext. 37889 • F 519-663-2948
- Heart Rhythm: • 519-685-8500 x 35303 • F 519-663-3782

#### Peterborough Regional Health Centre

- Catheterization/Angioplasty: • 705-743-2121 ext. 3258
- F 705-876-5155

#### Rouge Valley Health System (Centenary), Toronto

- Catheterization: • 416-281-7477 • F 416-281-7274
- Angioplasty: • 416-284-8131 ext. 5139 • F 416-281-7274
- Heart Rhythm: • 416-284-8183 ext 5327 • F 416-284-3128

#### St. Mary's General Hospital, Kitchener

- Catheterization/Angioplasty: • 519-749-6578 ext. 6541
- F 519-749-6606
- Surgery/Heart Rhythm: • 519-749-6578 ext. 1936
- F 519-749-6414

#### St. Michael's Hospital, Toronto

- Catheterization: • 416-864-5489 • F 416-864-5455
- Angioplasty: • 416-864-6078 • F 416-864-5455
- Surgery: • 416-864-6084 • F 416-864-6086
- TAVI/EVAR: • 416-864-5442 • F 416-864-5768
- Heart Rhythm: • 416-864-6060 x2526 • F 416-864-5744

#### Sault Area Hospital

- Catheterization: • 705-759-3434 ext. 5810 • F 705-256-3491

#### Southlake Regional Health Centre, Newmarket

- Catheterization: • 905-895-4521 ext. 2676 • F: 905-830-5802
- Angioplasty: • 905-895-4521 ext. 2707 • F 905-830-5802
- Surgery: • 905-895-4521 ext. 2853 • F 905-830-5802
- Heart Rhythm Triage: • 905-895-4521 x 2572 • F 905-830-5806

#### Sunnybrook Health Sciences Centre, Toronto

- Catheterization/Angioplasty: • 416-480-6100 ext. 7160
- F 416-480-5892
- Angioplasty: 416-480-6100 ext. 3234 • F 416-480-5892
- Surgery: 416-480-6078 • F 416-480-4151
- Heart Rhythm: 416-480-4469 •Fax 416-480-5892

#### Thunder Bay Regional Health Sciences Centre

- Catheterization/Angioplasty: • 807-684-6676 • F 807-684-5903

#### Toronto East General Hospital

- Catheterization: • 416-469-6580 ext. 2400 • F 416-469-6177

#### Trillium Health Partners – Mississauga Site

- Catheterization/Angioplasty: • 905-848-7396 • F 905-848-7358
- Surgery: • 905-804-7501 • F 905-804-7771
- Heart Rhythm: • 905-848-7580 x 2903 • F 905-804-7736

#### University Health Network (Toronto General/Western)

- Catheterization: • 416-340-5184 • F 416-340-3788
- Angioplasty: • 416-340-4949 • F 416-340-5178
- Surgery: • 416-340-4474 • F 416-340-4811
- Heart Rhythm: • 416-340-4800 x 2044 • F 416-340-5338
- Pacemaker/AICD/CRT/Laser: • 416-340-4800 x 6975
- F 416-340-5338

#### University of Ottawa Heart Institute

- Catheterization/Angioplasty: • 613-761-5397 • F 613-761-4922
- Surgery: • 613-761-5090 • F 613-761-4922
- Heart Rhythm: • 613-761-4436 • F 613-761-4922

#### William Osler Health System Brampton Civic Hospital

- Catheterization/Angioplasty: • 905-494-2120 ext.58525
- F 905-494-0280

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#### Central East Regional Office (CERO)

- Tel 416-340-4278 • F 416-340-4809

*In addition, physicians can contact the Central East Regional Office (CERO) to refer in-hospital patients who require urgent care in the Greater Toronto Area.*