



Long-term complex medical care at Bruyère Health





About Bruyère Health

Bruyère Health is Eastern Ontario's leading health organization specializing in aging, rehabilitation, and care for those with multiple complex medical conditions. We bring together compassionate, person-centred care with world-class research to maximize quality of life for those we care for and their loved ones.

What does complex medical management mean?

The term refers to medically complex and specialized services provided over an extended period, intended to help improve or maintain a person's function.

About the complex medical care program

Members of the care team will assess your physical abilities and work with you to optimize your mobility and independence as much as possible. They will also look at your thinking skills, like memory, attention, and problem-solving; along with other health needs, such as swallowing, eating, communication skills, respiratory needs, and other specialized care needs. The duration of stay in the program is dependent on your care needs and goals.





Types of care

We have three complex care units that provide the following care:

- 2 North unit: Specialized in hemodialysis, peritoneal dialysis, and complex medical care
- 4 North unit: Specialized in complex medical care
- 5 North unit: Specialized in complex respiratory care and long-term ventilation (including respite)

Individualized plan of care

Each patient will have a plan of care that is individualized to meet their needs. Therapy sessions two-three times a week aim to improve and/or maintain your physical condition, ability to walk/move around, and ability to do everyday tasks yourself.

Speech-language pathology therapy sessions may also be added should you have challenges with communicating, reading, writing, understanding, problem-solving and remembering.

As your needs evolve, your care plan will be updated to ensure you continue receiving the right support. If your care needs can be met in the community or at another facility, your care team will work closely with you and your loved ones to plan and support a safe and smooth transition from the hospital.





Your care team

Depending on your care needs, your team may include these professionals, or more, each playing a unique role in your wellbeing:

- The **Social Worker** will connect with you to better understand what resources or assistance you require. They support patients, families, and caregivers with the challenge of being in a hospital and will help you to plan for discharge from the hospital, if and when appropriate.
- The **Occupational Therapist** will help you to do tasks that are important to you, for example, being able to feed yourself. They will assist you in obtaining necessary equipment to promote independence and comfort.
- The **Physiotherapist** will plan individualized therapy sessions to maintain or improve your functional mobility.
- The **Speech-Language Pathologist** will look at how well you understand what is said to you, how well you can express your thoughts and ideas, and how well you can chew and swallow your food/drink.





Your care team

- **The Dietitian** will help manage special diets and your nutrition needs during your hospital stay. They will teach you about food choices and more.
- While you are in hospital, if you would like to talk to someone about certain food you enjoy, please contact **Nutrition and Food Services** at extension #2139.
- The **Nurse**, with help from **Personal Care Assistants**, will take care of you on a daily basis to promote wellness and liaise with the physician to look after your health.
- A **Doctor** and a **Pharmacist** will be assigned to you while you are in hospital. They will take care of your health condition, in line with your care goals.
- **Clinical Chaplains** can speak with you and your loved ones about your experience and can provide spiritual and religious support.
- **Respiratory Therapists** will be involved in caring for your respiratory needs as well as those of our long-term ventilated patients.
- The **Therapeutic Recreation Team** will enhance your stay through activities like art, music, games, adapted sports, or social events designed to promote autonomy, reduce isolation, and foster a sense of community.





Where are we located?

Our units are located at Bruyère Health Saint-Vincent Hospital, 60 Cambridge St. North in Ottawa, Ontario.

What does the space look like?

The units have private one-bed rooms, semi-private two-bed rooms, and ward rooms with three beds. There are several factors that might determine which rooms patients are in, including medical isolation or equipment needs. Therefore, it is not always possible to have a private room and, although we do try to avoid it, at times patients may need to change rooms during their stay.

Where is parking located?

Bruyère Health Saint-Vincent Hospital has a paid parking lot at the back of the building at 69 Primrose Avenue. For parking costs/passes, please consult the Accounts department at x2713 or visit the Bruyère Health website at www.bruyere.org/en/parking. There is also some hourly street parking on neighbouring streets and several paid parking lots within a radius of a few blocks of the hospital.

OC Transpo

Visit plan.octranspo.com/plan and use the 60 Cambridge St. North address.

- Bus routes - 10, 11, 12, 16, 44, 63, and 75 stop close to the hospital.
- The closest bus stop is on Bronson Street at the corner of Primrose. This stop services the #10 bus.
- O-Train line 1 stops at Pimisi Station.





Can my loved ones visit?

We understand the importance of family and friend support. Visitors are allowed 24/7, with quiet hours from 9 p.m. to 6 a.m.

During quiet hours, we ask that all cellphones be turned to silent mode, that people speak in lower or hushed tones, and that overhead lights be turned down or turned off.

For the most up-to-date information on visitation, including outbreak statuses, visit www.bruyere.org.





Getting started

What should I expect on my first day?

When you arrive, you will be greeted by your care team who will complete your assessments. They will ask you about your health history, the goals you have for your care, how we can best support you and your family members, as well as any special needs or requests you may have while at Bruyère Health. The Accounts Office will also be in contact with you and your family to gather some information and to ask if you have insurance coverage.

Is there a cost to staying in long-term complex care?

The care you receive is covered by The Ontario Health Insurance Plan (OHIP), and private insurance in some circumstances. Should you choose a certain type of room, such as a private room, extra charges may apply.

If it is determined that a patient will remain here on a longer-term basis following a period of assessment, a member of the Financial Services – Clients Office will discuss the co-payment fee. The Patient Accounts department can be reached at 613-562-6262 ext. 2713 for more information about these potential costs.





What do I need to bring from home?

We recommend you bring:

- Equipment such as respiratory devices
- Mobility devices
- Personal electronic devices
- Clothing that is comfortable and easy to put on, enough for approximately fourteen days
- Comfortable footwear to participate in physical therapies, such as non-slip running shoes
- Electric shavers

If you require any equipment, please speak with your care team. They are here to support you and will help ensure you receive what you need as soon as possible.





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Bruyère Health
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