

What You Can Expect At The Rural Wellington ALC Shared Care Hub

Participating in the ALC Shared Care Hub discussion can improve the care your loved one receives and support a safer stay at home or other location, while waiting for a long-term care bed.

Bringing an ALC (Alternate Level of Care) patient to a Rural Wellington ALC Shared Care Hub meeting is a great way to:

- Learn from each other (e.g., patient, family, caregiver/substitute decision-maker and health care providers) so everyone can be informed about the needs of the patient waiting for a long-term care bed
- Discuss strategies to support the patients' need(s) and identify the options that will work best for the patient
- Discuss issues that may be interfering with the patient maintaining their optimal health and ways to mitigate these challenges.

Here are some tips on getting the most out of the ALC Shared Care Hub meeting:

Be informed. Work with the health care providers and your loved one to understand the needs of the patient. These needs will be written down on a one-page form and shared with those who the patient identifies as participating in the meeting. The health care providers will come to the meeting prepared to offer options that are within their scope of practice and/or agency mandate.

Ask questions and listen. As a patient, family, caregiver(s) and/or the substitute decision-maker, you will have the opportunity to ask questions, clarify information and support your loved one(s). Dialogue is encouraged to ensure everyone understands what is possible and where the health care system can and cannot meet needs. Family and caregivers are strongly encouraged to be a part of the solution. A Coordinated Care Plan will be created for the patient. You will be provided with a copy of the care plan that is created at the meeting. Each health care provider at the meeting will also receive a copy. A copy of your care plan will be shared with your primary care provider and put into your electronic medical record.

Follow-up. A health care provider of the patient's choice will follow-up with him/her as a check-in. The patient can expect a visit or call from the identified provider within one week of leaving the hospital. Should there be a problem with service prior to the check-in, a contact person will be included as part of the care plan and this person may be contacted. If there is a health issue, it is recommended that you contact your family physician or health care provider.

