

## Parkwood Access Questions and Answers

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**Parkwood Access** is the central referral point at Parkwood Institute for:

- Inpatient Complex Care: Complex Continuing Care, Long-Term Mechanical Ventilation, Palliative Care and Respite Care
- Inpatient Rehabilitation: Acquired Brain Injury, Spinal Cord Injury and Stroke/Neurological
- Inpatient Specialized Geriatric Services: Geriatric Rehabilitation, Musculoskeletal Rehabilitation
- Outpatient Geriatric Rehabilitation Day Hospital

### Parkwood Access office

There is one phone number, one fax number and one email address for Parkwood Access:

**Phone:** 519-685-4809

**Fax:** 519-685-4804

**E-mail:** [parkwoodaccess@sjhc.london.on.ca](mailto:parkwoodaccess@sjhc.london.on.ca)

**Web:** <http://www.sjhc.london.on.ca/parkwoodaccess> **Note:** add this web address to your favourites for quick reference

### The referral and admission process

This process standardizes the **inpatient** referral process for most of our Complex Care, Specialized Geriatric Services (including the **outpatient** Geriatric Rehabilitation Day Hospital), and Rehabilitation program to make it easier and faster to refer patients to Parkwood.

[Click here](#) for information on the referral process for other inpatient, outpatient, and outreach services for Parkwood Institute's complex care, rehabilitation, specialized geriatric services, and veterans care programs.

### How does this process work?

- On the [Parkwood Access](#) web pages, those referring a patient to a service covered by Parkwood Access can either submit an electronic *Referral for Admission* form through a secure link, or send the entire referral by fax. If submitting electronically, please note **certain paper-based documents must still be faxed as indicated on the referral form at the bottom of the second page.**
- The Parkwood Access team reviews the information, and decides whether the patient is a suitable candidate for admission vs. review.
- If the patient is suitable, the Parkwood Access team contacts the physician on call and the final admission decision is made on whether or not to admit. The patient's name is added to a wait list for the specific program, and the Parkwood Access nurse connects with the program team to determine next steps for admission. Sometimes there is a same day admit decision depending on bed availability and resources needed.

[Click here](#) for a quick reference to this process

**Why aren't the inpatient Veterans Care Program (VCP), the Transitional Care Unit (TCU), the Amputee Rehabilitation Program (ARP) or the Neurobehavioural Rehabilitation Centre (NRC) involved in this process change?**

The referral processes for these areas are unique:

- VCP referrals are managed by the Community Care Access Centre (CCAC) and Veterans Affairs Canada.
- TCU referrals come from the CCAC liaison at London Health Sciences Centre.
- ARP referrals are initiated by completing a physician to physician referral [form](#).
- NRC referrals come from the client, family member, physician or health care provider
- Note: Referrals to the Geriatric Psychiatry Program, an inpatient program of Specialized Geriatric Services (SGS) located at Regional Mental Health Care London, will continue to be managed by SGS' central intake.

**Does Parkwood Access handle referrals for admission for outpatient and outreach programs?** No. With the exception of the Geriatric Rehabilitation Day Hospital referrals to outpatient and outreach programs will continue to be managed as they are now. For information on referring to these programs [click here](#).

**Who works in the office?** Two full-time nurse clinicians and one part-time nurse clinician staff the office with support from a full-time secretary.

**Where is the office located?** 5th floor at Parkwood Institute's Main Building Room C5 – 103 .

### [Those who refer patients to Parkwood](#)

**Who is responsible for filling in the referral form?** The designated person or persons at the referring hospital fill in the referral form. **It is important to remember to attach the required documents so that there is no delay in processing the form.**

**How do I know a referral was received by Parkwood?** A confirmation fax is sent to the referral source indicating the file was received. This should be placed in the patient's chart for reference. You can also check under the patient's appointments tab in Cerner to see if a referral has been received,

**How do I know if a patient was approved or not approved for Parkwood? When a decision is made** a letter will be sent by fax indicating the date the patient was approved, along with a contact number for the nurse clinician responsible for the patient's case. It is important to keep this in the patient's chart. If referral volumes are high, we will inform our partners that there may be a delay in making a decision.

**How do I know when a patient will be admitted?** The secretary or nurse from the Parkwood Access Office will call to offer the bed for admission, and provide a date, time, and further instructions as required.

### [Patient/family relationships](#)

Parkwood Access staff members are available to answer questions about admission to Parkwood (519-685-4809). Parkwood Access nurses do not visit a patient prior to admission.