

# Treating Patients with Serious Illness and a Limited Prognosis

## Resources for Clinicians in Waterloo Wellington



This is a collection of resources for Waterloo Wellington clinicians who will be caring for patients (virtually and in-person) in the community with serious illnesses and a limited prognosis during the COVID-19 pandemic. This is not a COVID-specific resource, although it may be applied to this population. Care for all patients requiring a palliative approach will be significantly impacted by this pandemic, leaving family physicians and patients' families to fill inevitable gaps in home care. This document aims to relieve some of the burden in navigating what will continue to be a rapidly evolving system.

Please visit the [Division of Palliative Care, Department of Family Medicine at McMaster University website](#) for regular updates and resources.

For Waterloo Wellington Palliative Care resources, visit the [HPC Connection website](#).

### Pain and Symptom Management

- A free [pharmacotherapy tool for pain and symptom management](#) including local formulary considerations. This requires registration but is free of charge.
- ON Palliative Care Network: [COVID-19 Resources](#). These include symptom management guides and links to palliative care and grief and bereavement resources.
- Free online COVID-19 Response Resources from Pallium Canada: [LEAP modules](#) and [webinars](#) to help provide health care teams with important knowledge and skills.
- Free [UpToDate](#) information on the epidemiology, clinical features, diagnosis, management, and prevention of COVID-19.

### Palliative Care Specialist Support

For Hospice Palliative Care Community Team (HPC) - NP and MD community consultation service – [Request for WW LHIN Hospice Palliative Care services](#)

- **In KW4 sub LHIN area:**

24/7 palliative care specialist **phone support** to any **physician or nurse practitioner** in the community via Community Palliative Care on Call (CPOC): **Page (519) 571-3943** to be connected with the on-call palliative care physician

*\*Please page CPOC MD on call to discuss directly if consultation request is **URGENT** (519-571-3943)*

- **In CND sub LHIN area:**

For 24/7 palliative care specialist **phone support** to any **physician or nurse practitioner** in the community phone **Cambridge Memorial Hospital at (519) 621-2330, dial "0" for the operator** and ask to be connected to the Palliative/Community on call Physician.

- **In Guelph AND Wellington area sub LHIN areas:**

For 24/7 palliative care specialist **phone support** to any **physician or nurse practitioner** in the community via the **Guelph General Hospital Switchboard at 519-822-5350, extension 0** and ask to be connected to the Palliative/Community on call Physician.

### WW LHIN Home and Community Care

- [WW LHIN Home & Community Care Physician Information page](#)
- [WW LHIN Request for HPC Services](#)

### Billing Codes

- [OMA Palliative Care Billing Guide](#)
- [WW LHIN Home & Community Care Physician Information page](#)

## Medications

### Pharmacies Specializing in Palliative Care and Injectable Medications:

Bayshore Specialty Rx Pharmacy (BSRx)  
1601 River Road E, Suite 21, Kitchener  
Toll free: **1-844-607-6362x 38201** (Pharmacist/Pharmacy Assistant)  
Fax: **1-844-756-5580**

- For patients receiving LHIN services (i.e.: homecare) all injectable medications should be ordered through BSRx as they will provide the necessary supplies (subcut butterflies, syringes, needles, etc.)
- Open 7 days a week, 8:30am-9pm and on-call overnight
- No cut off time for orders
- At least 4-hour turnaround from order to delivery
- Requires nursing support for drawing up of meds and teaching around administration

### Symptom Response Kits (SRK)

For the management of rapid-onset, unanticipated symptoms for patients nearing end of life and are no longer able to swallow oral medications. The medication is limited to support short duration of symptom management (24 hours) until further assessment and medications are ordered.

**Note:** Requirements to order include: 24/7 Physician/NP availability and WW LHIN services (home care) [WW SRK Guideline](#) – Updated for COVID-19

How to order:

- Complete the [WW SRK Order Form](#) and fax to WW LHIN at: **519-883-5555**
- If order is **urgent**: call BSRx Pharmacist at: **1-844-607-6362x 38201** to order verbally

[SRK Patient/Family Information Sheet](#)

## Oxygen

**Note:** The information below is included for your reference only and not intended as an endorsement of any individual provider. **Prior restrictions on home oxygen therapy qualifications and funding are being waived at this time.**

### ProResp

Fax [ProResp Kitchener Respiratory Therapy Prescription Fillable Form](#) to **519-741-8505** AND indicate if COVID is suspected/confirmed. Note: also available as PSS Custom form.

- Indicate **ASAP** on the script if urgent set up is required
- For AFTER HOURS request for O2 set up: call ProResp at **519-886-0202** and answering service will page the on call respiratory therapist. **Note: the script will still need to be faxed**
- ProResp will assess an O2 saturation for pt who is SOB and who has not been already had the O2 saturation evaluated
- ProResp has **limited supply** of O2 sat monitors for overnight oximetry. **Patients would be advised to purchase their own O2 sat monitor for home monitoring.** O2 sat monitors will **not** generally be supplied by ProResp and are not available for purchase from ProResp at this time.

Others:

- VitalAire [Order Form](#)
- Medigas [Order Form](#)

## Personal Protective Equipment

ON Health West has a centralized warehouse and distribution system to effectively receive and distribute PPE supplies across the West Region. This is based around a hub and spoke model, and a virtual warehouse.

- [ON Health West Dashboard](#): Includes links to PPE order forms; swab order forms and PPE conservation status.
- [COVID-19 Infection Prevention & Control \(IPAC\) Fundamentals Training – for clinical staff, non-clinical staff, families/Caregivers and Inspectors\) – PHO](#)
- [Infection Prevention and Control \(IPAC\) Core Competencies Online Learning – for health care providers – PHO](#)

## Advance Care Planning and Goals of Care (GoC)

Resources for patients and families on Advance Care Planning:

- [Engaging in Advance Care Planning for COVID 19](#)
- [Information for a Substitute Decision Maker for COVID 19](#)
- GoC Conversation Guides:
  - [Pro-active GoC Conversation Guide](#) (Target population: Elderly/frail or patient with serious comorbidities and no COVID-19 infection)
  - [GoC Conversation Guide: Elderly/Frail or Patient with Serious Comorbidities](#) (Target population: Frail/Elderly or Serious underlying comorbidities; LTC or other institution (adapt to location); Severe COVID-19 Illness)
  - [GoC Conversation Guide: Elderly/Frail or Patient with Serious Comorbidities](#) (Target population: Frail/Elderly or Serious underlying comorbidities; LTC or other institution (adapt to location); Mild COVID-19 Illness)
  - [GoC Conversation Guide: Healthy Patient](#) (Target Population: No underlying serious comorbidities and COVID-19)

**Other ACP and GoC resources:**

- [Documentation Tool for Goals of Care Conversation](#)
- [Advance Care Planning Conversation Guide: Clinician Primer](#)
- [Palliative Care and COVID-19 Physician Forum](#)
- [Ministry of the Attorney General: Powers of Attorney Kit](#)
- Community Legal Education ON (CLEO): [Guided Pathway to create a POAPC](#)

## Do Not Resuscitate Confirmation (DNR-C) Form

DNR-C Order Form: Advise that the DNR-C and patient's emergency contact be placed in a visible location. There is a section for this as well in the nursing chart in the home (consider having 2 copies in the home).

- [Example DNR-C Form](#)
- For support in ordering: [Ministry of Health: Central Forms Repository](#)

## Residential Hospice/Palliative Care Units

Referrals to the three local hospice residences and both the Freeport and St. Joseph Health Centre Palliative Care Units occur through the WW LHIN. For additional information please see: [HPC Coordinated Bed Access \(CBA\) Process and Forms](#). Admission to these facilities has challenges in the context of COVID -19. Admission and visitor policies are reviewed on an ongoing basis.

- [Lisaard Hospice AND Innisfree Hospice](#)
- [Hospice Wellington](#)
- [Freeport Palliative Care Unit](#)
- [St. Joseph Health Centre Guelph Palliative Unit](#)

## Preparing for an Expected Death in the Home (EDITH)

Families should be reminded **NOT to call 911**, but the nursing agency or family physician.

EDITH paperwork is completed by the nurse in the home in preparation for planned home death. Nurse may inquire about funeral arrangements. [Expected Death in the Home Form](#)

Communication between community nurse and MRP regarding who will do the pronouncement of death in the home is requested.

24/7 contact number for the MRP is required to be provided to the community nursing team.

The funeral home requires the MRP or delegate complete a Medical Certificate of Death (MCOD) within 24 hours of the death.

**Note:** MRP is to call Coroner: 1 (855) 299-4100 to review coroner cases prior to the body being removed from the home. Reporting these deaths to the local coroner is **NOT** required unless a death is unexpected or otherwise meets the requirements for reporting that have previously been in place.

## Guidance for Families of PC Patients after Death

### Circumstance A: Patient dies of underlying non-COVID-19 illness in the expected trajectory

- Family members may return to their homes
- Family members should stay home
- Family members should maintain 2 meters of distance if they need to go out
- Family members should wear a mask if they cannot maintain 2 meters distance
- Family members should wash their hands frequently and not touch their face
- Family members should self monitor for symptoms and call Primary Care Team or Public Health if symptoms develop

### Circumstance B: Patient has underlying illness but develops respiratory symptoms and dies.

- Patient MAY have COVID-19 but has not been diagnosed with COVID-19.
- Family members may return by private transportation to their own homes.
- Family members should be self isolating for 14 days
- Family members should wear a mask if they go out
- Family members should maintain 2 meters of distance if they need to go out
- Family members should wash their hands frequently and not touch their face
- If a family member is returning to their own home where there are other family members, they should self isolate from each other, use a separate bathroom if possible, wear a mask and maintain 2 meters of distance from other members of the household for 14 days
- Family members should self monitor for symptoms and call Primary Care Team or Public Health if symptoms develop

### Circumstance C: Patient has been diagnosed as having COVID-19.

**\*\*this patient population and families will be managed by Public Health directly\*\***

#### During Care at home:

- Family caregivers should wear a medical mask, disposable gloves and eye protection is within 2 metres of the patient
- Family members should use an N-95 mask, goggles and full PPE if involved in high risk care or if CPAP, BiPAP, tracheal suctioning, inhalational treatments, or high flow oxygen therapy (greater than 6L/min)

#### After Death:

- Family members will be advised by Public Health
- Family members may return by private transportation to their own homes
- Family members should be self isolating for 14 days
- Family members should wash their hands frequently and not touch their face
- If a family member is returning to their own home where there are other family members, they should self isolate from each other, use a separate bathroom if possible, wear a mask and
- Maintain 2 meters of distance from other members of the household for 14 days
- Family members should self monitor for symptoms and call Primary Care Team or Public Health if symptoms develop

For additional information please see: [How to Care for a Person with COVID-19 at Home: Advice for Caregivers](#)

## Ontario Telemedicine Network (OTN)

- [ON Telemedicine \(OTN\) Practices: Primary Care Solutions](#)
- [OTN: Important COVID-19 Information and Updates](#)

Acknowledging that change is inevitable during the pandemic period. If you identify errors or omissions within this document, please send details to: [chris@hospicewaterloo.ca](mailto:chris@hospicewaterloo.ca)