

Outpatient Services – Important Information

- All the referrals are processed and triaged through our Central Intake Office. Please send ALL referrals to fax: 647-788-2199 ONLY.
- If you have any questions about the referral process, please call Central Intake at 416-785-2500 ext. 2100.

- We are not a crisis or emergency services. If your client needs immediate help, please direct them to the nearest emergency dept or call 911
- Incomplete Referrals will result in delay of services as they cannot be processed until all information is received

- Baycrest is a research and teaching facility fully affiliated with the University of Toronto and in the course of their evaluation patients may be assessed by trainees in a variety of different disciplines.

Outpatient Services for Baycrest

Service	Description	Exclusion Criteria
Outreach: Integrated Community Care Team (ICCT)	<p>The ICCT is a non-emergency outreach service for medically complex homebound older adults who live within our catchment area: Steeles to St. Clair, and Keele to Yonge. Individuals are referred by their primary care physician or NP and assigned to one or more streams according to their needs: Geriatric Consultation, Shared Care, or Primary Care. Please note we work Monday to Friday from 9:30 am to 4:30 pm, and cannot provide same day emergency visits.</p> <ul style="list-style-type: none"> ▪ Geriatric Consultation: a Comprehensive Geriatric Assessment in the home, with recommendations to the referring health care provider. (See Geriatric Assessment Clinics below) ▪ Shared Care: ICCT does home visits and shares the primary care with the individual's family physician. This is usually a short term intervention. ▪ Primary Care: ICCT may assume primary care for homebound people who cannot access to a family doctor. There is a waitlist for this program. 	<ul style="list-style-type: none"> • Age <65 • Resides outside of our catchment area • Active mental health issues in isolation, or which require treatment before a medical treatment plan can be effectively implemented • Requires Palliative Care • Refuses LHIN and/or other community supports
Clinic: Geriatric Assessment Clinic	<p>Older adults in the community who have multiple or complex medical problems, functional decline, and/or memory concerns may benefit from a Comprehensive Geriatric Assessment by one of our Consultants. Our Geriatricians are RCPSC-certified specialists in Internal and Geriatric Medicine, whose holistic approach encompasses the 5 M's: Mind, Mobility, Medications, Multi-morbidity, and (what) Matters Most —patient-centered care. Individuals must be referred by their primary care physician or NP. We facilitate referrals to other Baycrest and community programs when indicated.</p>	<ul style="list-style-type: none"> • Age < 65 yrs with a single/uncomplicated medical complaint • Age < 70 yrs with cognitive complaints and an uncomplicated medical history • Homebound; unable to attend outside appointments • Active mental health issues in isolation, or which require treatment before a medical treatment plan can be effectively implemented • Patients who present exclusively with Responsive Behaviors of dementia. .
Day Treatment Centre (12 weeks)	<p>The Saul and Rae Saltzman Day Treatment Centre (DTC) is a multidisciplinary (MD/RN/SW/SLP/PT/OT) Geriatric Day Hospital program for community-dwelling older adults who have complex medical conditions and who require the services of at least two disciplines. Individuals attend 2 three hour sessions per week for a maximum of 12 weeks, depending on their progress. A physician or NP referral is required, and the cost of the program is covered by OHIP. Our primary goal is to assist individuals achieve their maximum functional potential, and to remain as independent as possible for as long as possible.</p>	<ul style="list-style-type: none"> • Age < 55 • Requires only one discipline • Unable to function independently within the program or unable to attend with a support person
Outreach: Geriatric Psychiatry Community Service (GPCS)	<p>Our community outreach team visits homebound seniors aged 65 and over, where they live, to assess and treat them for mental health issues and help manage their care. Older adults living in the community or in a retirement home who are not physically, cognitively and/or emotionally able to attend our onsite Ambulatory Mental Health Clinic at Baycrest may be eligible for this service.</p>	<ul style="list-style-type: none"> • Age < 65 • Outside of Catchment area (St Clair to Steeles /Avenue rd to Dufferin) • The patient has a Psychiatrist • Ambulatory that doesn't require Case Management or Home Visit
Clinic: Ambulatory Mental Health Clinic	<p>Our mental health professionals have extensive knowledge and experience in caring for older adults with complex medical and psychosocial issues such as depression, anxiety, and other mental health illnesses. The team in the Clinic offers skilled diagnosis and treatment on an outpatient basis to adults aged 65 and over.</p>	<ul style="list-style-type: none"> • Age < 65 • Drug/substance abuse as a main problem • Schizophrenia- Refer to GPCS
Psychiatric Day Hospital (16 weeks) <ul style="list-style-type: none"> ▪ Two-Day program ▪ Four-Day program 	<p>The Psychiatric Day Program at Baycrest offers a multi-component, holistic approach to treatment that includes group therapy and medication management on an outpatient basis for three to four months. Participants learn to better manage the signs and symptoms of their mental illness, develop coping and daily living skills, and practice a healthy lifestyle. In some cases, individual therapy may be offered.</p>	<ul style="list-style-type: none"> • Age < 65 • Psychosis • Mania • Dementia • At risk of wandering • Not able to toilet independently (unless that have a caregiver) • Unable to communicate in English • Patients who present exclusively with responsive behaviors of dementia.
Sam & Ida Ross Memory Clinic	<p>The Sam and Ida Ross Memory Clinic offers assessment and management of challenges related to memory and cognitive health. The clinic provides expert evidence based care and access to a wide range of specialists. All clients will be seen by a physician and registered nurse. In addition, depending on the individual's need, referral may be made to a neuropsychologist, social worker or speech language pathologist. We welcome adults who have been referred for the following reasons: changes in memory, problems with language, changes in behavior. Our services include: Assessment and diagnosis, Pharmacotherapy, Non-pharmacological management, Counselling, Education. Will accept adult patients referred from anywhere in Canada or internationally whose primary complaint is memory and cognition issues related to neuro-degenerative diseases e.g. dementia</p>	<ul style="list-style-type: none"> • Developmental disorders (e.g.,ADHD, learning disorder) • Chronic fatigue syndrome, Occupational and environmental exposures • Seizures • Traumatic brain injury • Alcohol or substance dependence or abuse • Multiple sclerosis • Toxic encephalopathy
Interprofessional Primary Care Team	<p>The North Toronto Sub Region Interprofessional Primary Care Team is aimed at partnering with solo family physicians in the provision of interprofessional primary care, to patients with chronic conditions that are struggling with managing their health and/or complying with primary care visits /recommendations and are not considered homebound. The team includes NP, OT, PT, SW, MH Case Manager, Dietitian.</p>	<ul style="list-style-type: none"> • The patient is under 18 years of age • Patient already enrolled with an interprofessional team • Outside of catchment area (401 to St. Claire; Dufferin to Yonge)