

doctor feels they still require long-term care or CCC when they are discharged, then patients will continue to be charged the co-payment. If a patient waiting for long term care or CCC subsequently requires palliative care, the copayment continues as well, as that patient is still a resident of the hospital.

### Who will receive the invoice?

Rouge Valley's finance department will give the invoice to the patient or mail it to the guarantor. The invoice is usually mailed at the beginning of the month, unless the patient is discharged in the middle of the month. Patients will have 20 days to pay their bill in full.

### Are there other charges?

**Following the RVHS discharge policy**—Rouge Valley's policy for discharging patients waiting for long-term care and CCC placement asks that patients:

- Accept the first offer they receive from a facility for an available bed;
- Choose the appropriate facility; and
- Accept the discharge date once it has been determined.

If patients fail to follow the policy, they will be charged at a daily rate of \$1,037.00 for every day that they remain in the hospital.

**Non-emergency transportation**—Patients are responsible for paying for all transportation that is not medically necessary. This includes transportation from the hospital to the facility where a patient is being discharged if it is not medically necessary, as well as transportation for personal appointments.

Patients, who have questions or need assistance in arranging transportation, should speak with the care team as soon as possible and ask for a copy of the Patient Transportation brochure

**Our mission at Rouge Valley Health System is to provide the best health care experience for our patients and their families.**

**Our vision is to be the best at what we do.**

Our hospital campuses:

#### **Rouge Valley Ajax and Pickering**

580 Harwood Avenue South  
Ajax, ON L1S 2J4  
905-683-2320

#### **Rouge Valley Centenary**

2867 Ellesmere Road  
Toronto, ON M1E 4B9  
416-284-8131

# Alternate Level of Care(ALC)



The best at what we do.

[www.rougevalley.ca](http://www.rougevalley.ca)

## What is *alternative level of care*?

As patients are treated in the hospital, their health condition changes. Some patients may become well enough that the doctor decides they can be discharged home and recover by themselves. However, many patients will still need to receive care, just not the same level of care that they are getting in the health care setting where they are. When this happens, the doctor will list the patient as requiring **alternative level of care (ALC)**, and the care team will consult with the patient and/or the person who is making decisions on behalf of the patient to assess the appropriate care setting for them

## Where do patients designated ALC go?

The most appropriate health care environment for patients designated ALC could either be home with support, another unit within the hospital, or it could be a health care setting outside of the hospital. Here is a list of the different health care settings where ALC patients at Rouge Valley Health System (RVHS) may go.

- **Home care:** This kind of care includes a wide range of health, social and community services that are delivered at home to recovering, disabled, chronically- or terminally-ill people.
- **Rehabilitation** (either at RVHS or outside of the hospital): The goal of this kind of care is to return patients to the best lifestyle they can have. Rehabilitation is delivered in hospitals, specialized facilities, outpatient clinics or at home.
- **Complex continuing care** (either at RVHS, outside of the hospital or at home): This includes chronic care. Chronic care includes providing patients with room, board and other necessities.
- **Transitional care** (at RVHS or outside the hospital)
- **Long-term care**
- **Convalescent care** (in another hospital or facility)
- **Palliative care, “end-of-life” care, or comfort care** (in another hospital, health care facility or at home)
- **Retirement home**
- **Shelter or supportive housing**

## What is the procedure for discharging patients designated ALC?

At Rouge Valley, we work closely with patients and their families to prepare them to go to their next health care setting. Most of these settings have very specific guidelines. A member of Rouge Valley’s health care team will provide patients with helpful information on the guidelines for being transferred or discharged to the setting where they will be going.

Here are some common guidelines to expect:

- **Choose more than one facility:** For any care setting where patients may go to next, there is usually more than one facility that delivers the required kind of care. Patients are asked to apply to more than one facility. Sometimes patients may be asked to apply to at least five facilities, or patients may be asked to apply to all of the available facilities. This helps to make sure patients are placed in the right care setting for them as quickly as possible.
- **Submit the applications on time:** Applications to facilities should be completed within a certain amount of time. The timelines for when applications need to be completed are based on the first day that patients were listed as ALC. This helps to ensure equality and fairness for all our patients.
- **We will help you:** A social worker at Rouge Valley will help coordinate the completion of application forms. For long-term care placement, the social worker and staff from the Community Care Access Centre (CCAC) will assist you in completing the application.

## What happens when there is no available space?

Many times, patients cannot be transferred or discharged to other health care settings because there are no available beds. When this happens, patients will be assessed by the CCAC to determine if it is appropriate for them to wait at home or remain at Rouge Valley until the first bed becomes available.

Rouge Valley will work with you to get you to the right care setting as quickly as possible.

## Are there any costs for patients designated ALC?

Yes. In Ontario, the Ministry of Health and Long-Term Care (MOHLTC) requires any patient of a hospital or other health facility who is in need of long-term care or complex continuing care to help pay the costs of meals and accommodation. This daily charge is called the **complex continuing care (CCC) co-payment**.

The CCC co-payment must be paid by all patients who require long-term care or CCC, whether they are currently in the appropriate health care setting to receive this care or they are waiting to be moved to the appropriate setting. This includes patients designated ALC who are staying in a hospital waiting to be placed in a long-term care or CCC facility. This is because patients who have been designated ALC are living as residents of the hospital.

### How much is the CCC co-payment?

Currently, the CCC co-payment is \$56.14 per day. This amount may change from year to year, based on annual adjustments by the Ministry. For more information, or to learn about possibly getting a reduced rate based on patient and/or family income, please contact Rouge Valley’s finance department at 416-281-7246.

### When does the co-payment start for patients who are waiting for long-term care or CCC?

Patients begin paying the co-payment charge on the day the doctor decides that they require long-term care or CCC and writes an order for them to get this care. Please contact the social worker if there are any questions about this date.

Patients will have to continue paying the co-payment throughout the entire time that they are in the hospital waiting to be transferred or discharged to long-term care or CCC. If their medical condition changes (for example, they get pneumonia) and the