



OUTPATIENT CLINICS AND SPECIALIST SERVICES



Clinical excellence

Client-centred care

Convenience

Baycrest Health Sciences offers a full spectrum of outpatient clinics and specialist services from dental, hearing and foot care to cardiology and dermatology, all conveniently located on one campus of care. This gives our patients the potential to combine appointments on the same day and our clinicians the ability to refer patients to their colleagues on site.

Our services are designed especially for adults in their 50s, 60s, 70s, 80s and beyond. Our experienced healthcare professionals are skilled in caring for people with diverse medical, physical and cognitive concerns. Many clinics are open to adults of all ages. Adult children who bring a parent for outpatient care can visit the foot care clinic, the dentist or have a hearing test – and make their own connection to Baycrest's unique network of services.

All of our patients benefit from Baycrest innovations in evidence-based clinical care delivered with a holistic and client-centred approach.

We provide assessment, treatment, care, support and education to patients and their families with the goals of improving wellness and well-being, and supporting independent living.

As a global leader in geriatric care, our outpatient clinics are a fundamental part of Baycrest's commitment to provide a continuum of exemplary programs and services throughout the journey of aging.

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Baycrest



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TORONTO

Baycrest Health Sciences
is fully affiliated with the
University of Toronto.

ALPHA OMEGA DENTAL CENTRE

FOR GERIATRIC CARE

A healthy mouth is important at every age. Our dental centre is open to adults who live in the community, at Baycrest, other long-term care homes, assisted living residences and hospitals.

The knowledgeable dental care team provides a full range of services from assessments and cleaning to dentures and surgery. What makes us unique is our focus and experience in caring for people who have complex medical conditions, frailty, physical challenges or cognitive difficulties such as dementia.

We can accommodate people who are physically or medically unable to access care in a typical dental office. Our specialized lift permits patients to receive dental treatment in a wheelchair.

Our aim is to help adults of all ages maintain or improve their oral health through evidence-based, compassionate care.



Our services

We offer a wide range of services including:

- general and specialist dental assessments
- dental surgery
- dental hygiene (cleanings)
- crowns, bridgework, dentures
- fillings and extractions
- dental x-rays (Panoramic X-Ray and Cone Beam CT coming soon)

For more information or to make an appointment, please call **416-785-2500, ext. 2600.**

Visit our website at **baycrest.org/dental**

Fees are charged in accordance with the Ontario Dental Association fee guides.



“It’s so convenient for me to get dental care at Baycrest in an environment I know is specific to the needs of seniors.”

- Helen Knight, resident, Terraces of Baycrest



BAYCREST HEARING SERVICES

Hearing is vital to healthy aging

Hearing is one of our primary senses. The perception of sound helps us communicate with others as we go about our everyday lives - as we buy groceries, do our banking and socialize with friends and family.

That's why it's so important to have your hearing tested and to get the right advice if you have hearing loss.

At Baycrest Hearing Services, our experienced audiologists work with adults of all ages to assess their hearing ability and offer individualized solutions for hearing loss.

Our services include:

- one-hour comprehensive hearing assessments
- hearing aid evaluations and prescriptions*
- hearing aid sales, fittings, repairs and maintenance
- hearing aid orientation and counselling for clients and caregivers
- recommendations and sales of assistive listening devices (telephone and TV amplifiers, visual alarm systems, etc.)
- instruction on proper use of assistive listening devices
- ear mould impressions and fittings
- sales of hearing aid accessories and batteries
- loaner hearing aids and Pocketalkers
- education and counselling with communication tips and tricks for clients and their families

**Hearing aid testing and prescription are not covered by OHIP. A fee for services applies.*

“ I didn't know how much I was missing before I started using hearing aids. I can't imagine ever being without them. ”

Home Visits

Hearing services may be provided in the home (for a fee) upon request if you prefer, or if the client cannot access our office due to physical, cognitive and/or psychiatric disabilities.

Group Hearing Rehabilitation

Four specialized one-hour group education sessions are offered to clients and family members to help you adjust to hearing loss, make the best use of hearing aids, learn effective communication strategies, and explore other assistive listening devices that might help.

Walk-in Clinic

Open Monday mornings from 9:30 a.m. to noon.
No appointment necessary.

Trust us to offer:

- highly qualified audiologists who specialize in identifying and managing hearing loss
- all brands of hearing aids at a great value
- excellent support, counselling and follow-up care

For more information or to make an appointment, please call **416-785-2476**. Visit our website at **baycrest.org/hearinghelp**



FOOT CARE

Problems with your feet? Visit our foot care suite. The experienced chiropodist and foot care nurse will conduct a professional examination and provide treatments to keep you active and pain free. They offer a broad range of services to promote good foot health and prevent serious foot diseases and disorders.

Our clinic is open to all adults and specializes in diabetic care, wound care and geriatric care. We also offer custom-made orthotics, ready-made orthopedic shoes and ankle and foot supports. A doctor's referral is not required.

Our services include:

- routine care for nails, ingrown toenails, calluses, corns, fungal infections and warts
- pain management for heel pain, arch pain, arthritis and plantar fasciitis
- non-surgical management of toe problems such as bunions and hammer toes
- treatment for varicose veins
- custom-made orthotics to correct foot and leg alignment issues, high arches and flat feet
- advice, prescription and sale of compression stockings

Foot care is not covered by OHIP. A fee for services applies.

For more information or to make an appointment, please call **416-785-2500, ext. 2636.**



GERIATRIC ASSESSMENT CLINIC

Older adults in the community who have concerns about their physical health or memory may benefit from a comprehensive assessment by one of our experienced geriatricians – physicians who specialize in a holistic approach to seniors' health.

Common problems include, but are not limited to, difficulty with mobility, falls, pain management, medication use and urinary symptoms.

Our geriatricians will be able to:

- assess your physical and mental health
- recommend a personalized treatment plan
- refer you to the appropriate specialty clinics, programs and support services at Baycrest or elsewhere, as needed
- co-ordinate your care plan with your family doctor

If you or someone you know has multiple medical problems and would benefit from a comprehensive medical, functional and psychosocial assessment, talk to your family doctor about making a medical referral to our clinic.



Baycrest is a geriatric teaching hospital affiliated with the University of Toronto. Trainees who are under the supervision of a geriatrician may be involved in your assessment.

Medical referral forms are available at [baycrest.org](https://www.baycrest.org) and should be faxed to **416-785-2863**.

THE SWALLOWING CLINIC

Adults aged 55 and over who live in the community can be referred to The Swallowing Clinic at Baycrest for assessment and treatment of swallowing problems during meals. Problems may include difficulties with chewing, coughing, choking or the feeling that food is “sticking” in the throat.

Swallowing difficulties may be a result of neurological illness (such as Parkinson’s disease or dementia), stroke, head injury, or structural changes.

An assessment by a highly qualified speech-language pathologist (SLP) includes:

- a discussion about the types of foods you eat and the problems you encounter
- observation of you eating certain “test foods”
- information on swallowing and relevant swallowing strategies

If an instrumental evaluation is required to provide further information to determine appropriate treatments, the SLP will recommend a fiberoptic endoscopic evaluation of swallowing (FEES), which is generally done at a follow-up appointment.

A physician referral is required for a swallowing assessment. This service is not covered by OHIP. A fee for services applies. For more information, please call **416-785-2500, ext. 2352.**

FIBEROPTIC ENDOSCOPIC EVALUATION OF SWALLOWING (FEES)

FEES is a safe and effective instrumental assessment used in the evaluation of people with swallowing problems.

At Baycrest, FEES is performed by a speech-language pathologist (SLP) in consultation with an ear, nose and throat doctor (ENT) in order to see what is happening inside your throat when you swallow. A small tube with a camera enables them to watch and record your swallow on a computer monitor.

FEES allows you and the SLP to see:

- if food is going into your airway instead of your esophagus (food pipe)
- which parts of your throat may not be working well
- how certain strategies or postures may help you swallow better and/or safer

The SLP uses the FEES results to plan your treatment and discuss the foods and drinks which may be safer for you. A physician referral is required. FEES is not covered by OHIP. A fee for services applies.

For more information, please call **416-785-2500, ext. 2636**.



LEE SILVERMAN VOICE TREATMENT – LSVT® LOUD CLINIC

Do you have speech problems caused by Parkinson's disease or Parkinson's-like disorders? Strengthen your voice and improve oral communication with LSVT® LOUD - a proven, evidence-based treatment available at Baycrest. Treatment focuses on turning up your vocal volume, which then enables you to maintain and improve your oral communication.

After treatment, 90% of patients report improved vocal loudness and all patients report improvements in their ability to communicate.

Baycrest speech-language pathologists certified in LSVT® LOUD offer this intensive, one-on-one program which runs four days a week, one hour a day, for four consecutive weeks.

Adults of all ages who have Parkinson's or other neurological disorders are eligible for the program. A physician referral is not required. This service is not covered by OHIP. A fee for services applies.

Treatment via Videoconference at Home

LSVT® LOUD is also available through videoconferencing to people who prefer receiving treatment in their home, are unable to attend the clinic at Baycrest due to mobility issues, or who live in outlying communities where the program is not available.

For more information, please call
416-785-2500, ext. 2928.



THE SAUL AND RAE SALTZMAN

DAY TREATMENT CENTRE

Adults aged 55 and over who live in the community and are dealing with complex health problems can improve their strength, mobility, independence and well-being by taking part in a 12-week, outpatient program tailored to their individual needs.

Our experienced and compassionate interdisciplinary team can help with medication management, pain, balance and mobility, arthritis, osteoporosis, mood disorders, memory loss, mild cognitive impairment and other conditions in order to improve quality of life.

The Day Treatment Centre is intended for people who will benefit from at least **two** of the healthcare disciplines we provide:

- medical consultation with a geriatrician or care of the elderly physician
- nursing assessment
- occupational therapy
- physiotherapy
- social work support and counselling
- speech-language pathology

Clients may also be referred to other Baycrest programs and services including outpatient clinics and medical specialists.



What to expect

Setting individual goals is the first step to achieving success. Our registered nurse assesses each client and helps with meaningful goal-setting. We then create a customized treatment plan with the clinicians who can help clients meet their goals.

Clients attend three-hour sessions, twice a week for 12 weeks (but will be discharged sooner if their goals are met). This includes:

- one-on-one sessions with the appropriate clinicians
- group sessions for exercise and education

We also assist clients with planning for the future and accessing community resources.

A physician referral is required.

For more information, please call **416-785-2500, ext. 2588**.

This program is sponsored by the:



“Two years ago I came to the Day Treatment Centre because I was falling. They helped me strengthen my legs and walk independently. I’m not as strong now and have to use a walker so I came back. I feel so inspired when I’m here because everyone wants to help me achieve my goals.”

-Rozlin Laber, client,

Saul and Rae Saltzman Day Treatment Centre

INTEGRATED COMMUNITY CARE TEAM (ICCT)

Adults aged 65 and over who are homebound due to complex physical, cognitive and/or psychiatric conditions may be eligible for a comprehensive geriatric assessment and treatment plan from the Integrated Community Care Team (ICCT) at Baycrest.

Our specialized geriatric outreach team focuses on using existing neighbourhood resources that can improve the patient's quality of care at home and support both family and professional caregivers.

Three streams of care are available:

- 1. Consultation** - we will conduct a comprehensive assessment of the patient and provide recommendations to the referring healthcare provider
- 2. Shared Care** - we will share primary care with the patient's family physician
- 3. Primary Care** - we will assume primary care if the patient does not have a family physician

When to contact us

It may be time to seek a referral to our service for the homebound person due to:

- an increasing number of visits to the family physician
- multiple hospital admissions
- multiple visits to the emergency department
- escalating home care needs
- recent or unexplained changes in physical, mental or functional abilities
- recent worsening of falls, mobility, incontinence or dementia

THE ICCT TEAM

We bring together existing primary, community, specialist and acute care resources into one team. These include:

- geriatricians
- physicians with a focus on care of the elderly
- nurse practitioner
- registered nurses
- occupational therapist
- physiotherapist
- social worker
- CCAC intensive care co-ordinator

Area we serve

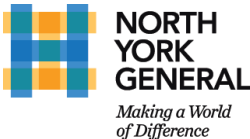
Our catchment area is from Keele Street to Yonge Street, and from Steeles Avenue to St. Clair Avenue.

For more information, please call **416-785-2448**.

This program is sponsored by the:



Our partners are North York General Hospital and the Central and Toronto Central Local Health Integration Networks



MEDICAL SPECIALISTS

Medical specialists from a variety of disciplines who have expertise in caring for aging adults provide assessment and treatment on an out-patient basis.

If you or a loved one would like to see a specialist at Baycrest, please ask your family physician to make a referral to one of the following clinics:

CARDIOLOGY

- Heart specialists assess, diagnose and manage the conditions of patients with heart problems including heart attacks, heart murmurs, coronary heart disease and hypertension.

CARDIAC DIAGNOSTICS

- Cardiologists employ a variety of tests to diagnose heart disease including echocardiogram, ECG and Holter monitoring.

DERMATOLOGY

- Skin care specialists assess and treat patients for conditions ranging from eczema to skin cancer.

EAR, NOSE AND THROAT

- Ear, nose and throat (ENT) physicians are trained in the medical and surgical management of disorders of the ear, nose and throat including hearing loss and swallowing problems.

FEMALE PELVIC HEALTH

- Urogynecology specialists assess and treat pelvic floor disorders, which affect millions of women and are more prevalent with age. Symptoms include pelvic organ prolapse; urinary and/or fecal incontinence; and voiding dysfunction. Prolapse is a major contributing factor to female pelvic floor disorders and insertion of a pessary is the most commonly recommended treatment.

GENERAL NEUROLOGY

- The neurologists in our clinic provide comprehensive assessments and care to people with neurological conditions such as Parkinson's disease, dementia and seizures.

OPHTHALMOLOGY

- Our eye doctors specialize in the medical and surgical care of the eye and vision system and treat diseases and disorders such as cataracts, glaucoma and macular degeneration.



PHYSIATRY

- Our physical medicine and rehabilitation physicians, also known as physiatrists, aim to enhance and restore functional ability and quality of life to adults with physical and/or cognitive impairments or disabilities without surgery. Only available to patients who have been discharged from Baycrest's inpatient rehabilitation program.

UROLOGY

- Urology is a surgical specialty that treats diseases of the urinary tract and male reproductive organs. Our specialists diagnose and treat such concerns as urinary incontinence or obstruction, and prostate enlargement.

WOUND CARE

- Our wound specialists are healthcare professionals who have been trained in the care and treatment of all types of wounds, acute and chronic, such as pressure sores and surgical and diabetic wounds.

For more information, please call **416-785-2500, ext. 2636**.

ON-SITE CONVENIENCES

PARKING

The main parking lot located west of the Apotex Centre, Jewish Home for the Aged is an automated park and pay system. Visitors can purchase parking at a daily flat rate or monthly rate. Metered parking is available in front of the Kimel Family Building off Bathurst Street.

COURTESY WHEELCHAIRS

If needed, courtesy wheelchairs are available at all main entrances for your use. Contact Security at ext. 2050 for assistance.

WA CAFÉ

The WA Café, located on the main floor of the Apotex Centre, Jewish Home for the Aged, serves Kosher dairy foods including salads, fresh sandwiches and Second Cup coffee. Hours are: Mon-Thurs, 8 a.m. to 4 p.m.; Friday, 8 a.m. to 3:30 p.m.; Saturday, 9 a.m. to 4 p.m.; Sunday, 11:30 a.m. to 5:30 p.m.

CAFETERIA

Baycrest Cafeteria is located on the main floor of Baycrest Hospital. It serves Kosher dairy or meat meals depending on the day. Selections change daily. Hours are: Mon-Fri, 8 a.m. to 2 p.m.; closed Saturday and Sunday. Vending machines are available for Kosher snacks and cold drinks.

REXALL PHARMACY

Prescriptions may be filled at the Rexall Pharmacy on the main floor of Baycrest Hospital. The pharmacy also sells general merchandise, lottery tickets, TTC tokens/tickets and stamps. Hours are: Mon-Thurs, 9 a.m. to 7 p.m.; Friday, 9 a.m. to 5 p.m.; closed Saturday; Sunday, noon to 4 p.m.



Baycrest Health Sciences is located at 3560 Bathurst St., south of Highway 401 and north of Lawrence Avenue on the west side of Bathurst. The outpatient clinics and medical specialists are in the Baycrest Hospital building.



CLINICAL EXCELLENCE, CLIENT-CENTRED CARE, CONVENIENCE

Outpatient Clinics and Specialist Services



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