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Baycrest



January 2025

Memo: Centralized Referral Process for Specialty Hospital Beds in the Toronto Central Region

As part of our ongoing efforts to streamline and improve access to specialized healthcare services in the Toronto Central region, we are implementing a change in the referral process for Specialty Hospital Beds. These beds, available for the complex geriatric mental health population, are currently situated at three prominent sites: Baycrest, Toronto Rehab Institute, and CAMH.

Historically, referrals for Specialty Hospital Beds have been managed through **Ontario Health atHome** (formerly Home and Community Care Support Services). This system has served us well, ensuring that patients receive the care they need in a timely manner. However, as the need for specialized services continues to grow, we are working to enhance and improve the referral process.

The **Behavioural Support Ontario (BSO) Coordinating Office** at Baycrest has seen significant growth and development and is now a central access point for all behavioural support services in the Toronto region. This includes the Ontario-wide **Virtual Behavioural Medicine (VBM)** program at both Baycrest and the Toronto Rehab Institute. The expansion of the BSO Coordinating Office's role reflects our commitment to providing comprehensive, coordinated care for patients requiring specialized behavioural support.

In line with these developments, we are pleased to announce that, **effective January 8, 2025**, all referrals for Specialty Hospital Beds will now be processed by the BSO Coordinating Office at Baycrest. This change aims to centralize and simplify the referral process, enhancing efficiency and ensuring seamless patient transitions across hospital sites. All referrals will be filtered through the BSO Coordinating Office. Once the referral is received, a **Clinical Navigator** will complete the triage and intake process, ensuring that the referral is directed to the appropriate hospital site (Baycrest, Toronto Rehab, or CAMH).

Please note, **this change does not affect the current referral process for Baycrest Inpatient Psychiatry**. Referrals for this program will continue to follow the existing process and use the old referral form, as before.

Thank you for your attention to this important update. If you have questions about Specialty Hospital beds or the new referral process please do not hesitate to contact the BSO Coordinating Office at 416-785-2500, ext. 2005 or behaviouralsupport@baycrest.org

Many thanks,

A handwritten signature in blue ink that reads "Calen Freeman".

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