

Approach to ambulatory client access and service in response to COVID-19

(updated March 17, 2020)

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Due to the ongoing COVID-19 situation, we are implementing measures to reduce the possibility of person-to-person transmission while still providing access to needed care. The following is a list of ambulatory programs and our approach to support our clients as we promote their safety and that of our team. If you have questions regarding changes to ambulatory services or are unclear about how these changes impact your work, please speak with your immediate supervisor.

All families with appointments that are being modified or paused will be called by staff.

Programs and services with open or modified access

Clinic or Service	Approach
Intrathecal Baclofen Clinic	<ul style="list-style-type: none"> Continue client appointments as scheduled
Psychopharmacology Clinic	<ul style="list-style-type: none"> Conduct initial assessment call by phone; postpone in-person appointments Follow up by telephone or Ontario Telemedicine Network (OTN)
Hypertonia / Selective dorsal rhizotomy	<ul style="list-style-type: none"> Follow-up visits offered by phone New appointments to be rescheduled
Autism diagnosis	<ul style="list-style-type: none"> Phone or OTN follow up and feedback including occupational therapy, Speech Language Pathology Social work follow up by phone; assist clients to register for Ontario Autism Program Cancelled: new psychology appointments and Autism Diagnostic Observation Schedule (ADOS) tests
Eglinton West Satellite Clinic	<ul style="list-style-type: none"> Site closed. All appointments moved to 150 Kilgour Road
Communication and Writing Aids Service including 1) augmentative and alternative communication (AAC) and 2) writing aids (WA)	<ul style="list-style-type: none"> Conduct initial assessment call by phone; postpone in-person appointments Follow up visits offered by phone or OTN Urgent equipment issues – phone or OTN

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A teaching hospital fully affiliated with the University of Toronto.

Early Learning and Development: Infant Development Services	<ul style="list-style-type: none"> • Conduct initial assessments by phone; postpone in-person home visits • Follow up visits offered by phone
Neuromotor	<ul style="list-style-type: none"> • New Medical appointments to be rescheduled; Follow up medical appointments offered by phone or OTN • Cancelled: in-person appointments for occupational therapy, physical therapy, OTA/PTA, speech language therapy (including CDA), Psychology and Social Work. • Phone visits will be offered where possible
Clinical Seating	<ul style="list-style-type: none"> • Continue inpatient appointments • No new or follow-up outpatient appointments • Telephone appointments for urgent issues
Feeding	<ul style="list-style-type: none"> • Continue inpatient appointments • Conduct outpatient needs assessments by phone • Telephone or OTN appointments for follow up, Video Swallow Study (VSS) clinics to continue as safety issues may arise
Neuromuscular	<ul style="list-style-type: none"> • Registered nurses to call and triage for week of March 23 • Conduct initial assessment by phone • Offer OTN and phone appointments • Cancel all outpatient therapy appointments
Spina Bifida and Spinal Cord Injury	<ul style="list-style-type: none"> • Conduct initial assessment by phone • Contact follow-up appointments by phone to determine need • Telephone or OTN appointments
Lifespan clinic	<ul style="list-style-type: none"> • OTN • Non face-to-face
Transition, Recreation & Life Skills outpatient services including 1:1 coaching and employment programs	<ul style="list-style-type: none"> • OTN • Non face-to-face appointments
Orthotics and prosthetics	<ul style="list-style-type: none"> • Open
Concussion	<ul style="list-style-type: none"> • TBD
Pediatric dentistry	<ul style="list-style-type: none"> • Open for urgent/emergency cases only

Programs and services that are paused

Ronald McDonald Playroom	<ul style="list-style-type: none"> • Paused as of March 18
Nursery Schools	<ul style="list-style-type: none"> • Paused until minimum April 6
Early learning and development community outreach	<ul style="list-style-type: none"> • Paused until minimum April 6

Integrated Education & Therapy	<ul style="list-style-type: none">• Paused until minimum April 6
Community Music and Arts Programs	<ul style="list-style-type: none">• Programming paused
Autism FFS	<ul style="list-style-type: none">• Programming paused
HB First Robotics	<ul style="list-style-type: none">• Programming paused
Facing Your Fears	<ul style="list-style-type: none">• Programming paused
Brain computer interface 1) training and 2) recreation	<ul style="list-style-type: none">• Programming paused
Cleft Lip and Palate/Craniofacial Service	<ul style="list-style-type: none">• Paused