

## **Waiting in Acute Care for a Designated Living Option**

Alberta Health Services (AHS) has implemented an Access to a Designated Living Option Policy. Acute care beds should be used for those who need acute care services; this policy will relate to you if you are in acute care and waiting to move into a supportive living or long term care facility.

The policy is posted on our web site at <http://www.albertahealthservices.ca/7451.asp>. It was developed through consultation with Albertans, and tries to find a balance between patient and family choice, and the needs of other patients who need to be in acute care.

Moving to your new home in supportive living or long term care is a major change. Where you live is based on both your health care needs and your living preferences. The new policy places high importance on your personal choices and those of your family, while ensuring you are receiving the safest quality care in the most appropriate place.

There is greater demand for some living options due to location or amenities. If your preferred choice has a waiting list, you will be asked to move temporarily to another supportive living or long-term care site. By accepting the alternative option, you will be given priority on the wait-list to later move to your preferred option. When selecting an alternative option, every effort will be made to consider the things you identified as being most important to you when you made your first choice. Your case manager or transition coordinator will work with you throughout the process.

### **What to expect:**

Once you are offered a temporary place, you will be provided an opportunity to ask questions and asked to consider the option and make a decision within 48 hours. If you accept the temporary placement, your case manager will work with you, your family as appropriate, and all care partners to determine a move-in date and ensure a smooth transition.

If you do not accept an offer of a temporary site, you will be able to discuss your reasons with your case manager who will work with you to find another solution. You will then be offered another alternate site. If this second option is declined you will need to look at other alternatives such as returning home with assistance. Your case manager will be available to work with you as you look at these alternatives.

A concerns resolution process, developed with input from patients and families, is available to provide you with a course of action if none of the options suit you.

Our most important consideration is your health and wellbeing. We need to ensure that everyone who has health care needs has them met in the best place. Your case manager/transition coordinator can help you if you have questions.

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