



Alternative Level of Care (ALC) and Co-Payment



This guide will provide you with important information about Alternative Level of Care (ALC) and what this means regarding your health and your stay in our Hospital.

What does “ALC” Mean?

ALC stands for “Alternative Level of Care” and is a term that is used in hospitals for inpatients who are occupying a bed but do not require the intensity of medical resources or services provided in that care setting.

A patient is identified as ALC by their Physician when their health care needs improve to a point where they no longer require acute medical care but cannot go home. These inpatients are commonly awaiting transfer to another health care facility such as a Complex Continuing Care or Long-Term Care facility.

Physicians use a variety of indicators to assess and support their decision to designate patients as ALC:

- Clinical status
- Safety risk to self and others
- Activity tolerance
- Clinical practice and process
- Medication and fluid administration
- Diagnostics and therapeutics
- Palliative care
- Mental health
- Respiratory care



ALC Patients and Co-Payment Fees

When an inpatient in our Hospital is awaiting transfer to another health care facility such as a Complex Continuing Care or a Long-Term Care facility, the patient is designated as ALC, and they are then required to pay a daily fee during their stay. This is called an **ALC co-payment fee**.

WHAT ARE THE FEES FOR ALC CO-PAYMENT?

- ALC Co-Payment is the same amount that is charged for **basic accommodation** in a Complex Continuing Care or Long-Term Care facility.
- This fee is regulated and set by the **Ministry of Health and Long-Term Care** and changes annually, generally on July 1st of each year.
- ALC co-payment is calculated based on the patient's available income and this is determined with support from our Hospital's Social Worker and Finance Department.
- The current basic maximum co-payment rate for ALC patients is **\$65.32/day**.
- If a patient's income does not permit payment of the daily maximum co-payment, they may then be eligible for **Reduction of Co-Payment Fees**.



DOES OHIP COVER THE CO-PAYMENT FEE?

- During a stay in our Hospital, OHIP will cover many of the costs related to a patient's **acute medical care**.
- When a patient no longer requires this intensive level of medical care but is awaiting a bed elsewhere and cannot be discharged home, they are required to pay the co-payment fee to cover the cost of accommodation and meals in a hospital.
- As these are not acute medical care services, ALC co-payment fees are **not** covered by OHIP.

WHAT IF MY CONDITION CHANGES?

- If your health status changes and you require acute medical care again, the change from Alternative Level of Care (ALC) to Acute Care will be made by your Physician.
- You will **not be billed** for the days that you require acute medical care.

Does Private Health Insurance cover ALC Co-Payment Fees?

In **some cases**, private health insurance providers do cover the cost of ALC co-payment fees. However, this is typically processed as a reimbursement:

- a patient is required to pay the co-payment fees upfront to the hospital,
- a patient then submits their receipts to claim the expense with their private health insurance provider.

We encourage all patients to consult with their private health insurance providers for more information about their individual policies regarding ALC co-payment fees.

Who Do I Contact If I Have Questions?

St. Joseph's General Hospital Elliot Lake (SJGHEL):

Chrissy Lynn Trudel, BSW, MSW, RSW

Social Worker

(705) 848-7182 ext. 2340

ctrudel@sjgh.ca

Accounts Payable

Finance Department

(705) 848-7182 ext. 2433

accountspayable@sjgh.ca

General Information:

Ministry of Health and Long-Term Care

“Hospital Chronic Care Co-Payment”

<https://www.ontario.ca/page/hospital-chronic-care-co-payment>

Service Ontario

50 Hillside Drive North

Elliot Lake, ON

1-800-267-8097

Patient Relations

“COMPLIMENTS & COMPLAINTS”

At SJGHEL, we believe that your feedback, whether it is a compliment/commendation, a concern, or a formal complaint, is an opportunity for us to learn and to improve the quality of care that we provide.

To access our Patient Experience Survey:

1. Ask for a paper copy from a staff member.

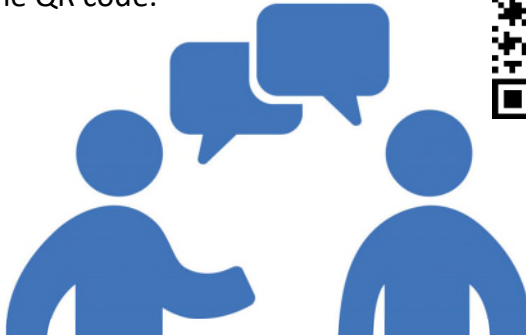
OR

2. Enter the following URL into your web browser:

<https://www.surveymonkey.com/r/SJGHEL>

OR

3. Open the camera app on your smartphone and scan the QR code.



SJGHEL Patient Relations Team

Phone: (705) 848-7182 ext. 2419

Email: patientrelations@sjgh.ca

Mail: ATTN: Patient Relations

St. Joseph's General Hospital Elliot Lake

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Mission, Vision and Values

OUR MISSION

As a Catholic Healthcare Organization, our Mission is to build on the legacy of our Founders, the Sisters of St. Joseph of Sault Ste. Marie, and continue the healing ministry of Jesus, serving all who come to us for care.

OUR VISION

Our vision is to work in collaboration with health providers to establish a first-class Centre of Excellence for patient health care in our region.

OUR VALUES

Compassion: We will show kindness, caring and a willingness to help others, without judgement.

Humility & Harmony: We will lead and care with humility, putting the interest of others first to help build unity.

Respect: We value each other's time and opinions and treat each other as we would like to be treated.

Integrity: We will follow through on our commitments and remain accountable for our attitudes and our actions.

Social Responsibility: We will create conditions for marginalized voices to be heard, defend the vulnerable, and advocate for social justice.

The Sacredness of Life: We will ensure dignity and respect for life from conception to natural death.



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

Developed in partnership with
St. Joseph's General Hospital Elliot Lake
Patient and Family Advisors
