

Costs for Services

There may be costs for products supplied or recommended by the therapist. Some of these costs may be covered by health insurance plans such as Seniors Program, Chronic Disease Program, Non-Insured Benefit Program or an Employer Extended Health Plan. Clients are responsible for any costs not covered by any health plan. Ask your therapist for more information.

Cancellation Policy

The Therapies department strives to provide services within reasonable time frames. Please help by attending scheduled appointments and by giving 24 hours notice when cancelling or rescheduling an appointment.

Failure to attend your initial appointment or two follow up appointments without notification may result in discharge from therapy.

Repeatedly cancelling your appointments may also result in discharge from therapy.

Outpatient Therapy Services

6 Hospital Road
Whitehorse, Yukon Y1A 3H7
Phone: **867-393-8963**
Fax: 867-393-8971

www.yukonhospitals.ca

Outpatient Therapy Services



Photos: www.archbould.com (except top right photo on cover: www.gbpcreative.ca)

Outpatient Therapy Services

Outpatient Therapy Services at the Whitehorse General Hospital Department is located in the Thomson Centre (*next door to the hospital*).

- **The department is open Monday through Friday 8 am to 4 pm.**
- **All clients should arrive at their first appointment 10 minutes early.**

Parking for outpatient clients is available in the front and to the side of the Therapies Entrance.

Physical Therapy (PT)

Physical Therapy is provided to clients with orthopaedic, neurological and respiratory conditions. UV-B light therapy for skin conditions and a pelvic floor program focusing on incontinence and pelvic pain are also available. The Total Joint Navigators in Therapy Services are available for support and guidance to clients having total hip or knee joint surgery.

Occupational Therapy (OT)

Outpatient Occupational Therapy focuses on assisting clients in achieving functional independence in their daily tasks and roles. We offer custom splinting for various arm/hand problems, foot assessment and education for arthritic and diabetic patients, assessment for compression garments, aids to assist clients with activities of daily living, as well as cognitive and functional assessments.

Referral Process

In order to access the outpatient OT/PT service, **all clients must have a physician's referral.** Clients with Yukon Worker's Compensation Health and Safety Board claims are generally not seen by this department. Clients with Extended Health or third party coverage are encouraged to attend private OT/PT services available in the community.

All referrals are reviewed and triaged for urgent care needs. The goal is to see all urgent referrals within 7 days.

Since these services are offered to all Yukoners, there may be significant wait times for non-urgent referrals. Waitlists for an initial appointment range from 1 to 12 weeks or more.

Special Considerations for Out of Town Clients

Referrals from community health centers/nursing stations should be faxed to Therapy Services. The client will be contacted regarding an appointment. Generally, clients from rural communities will be seen for two appointments over two consecutive days. Arrangements for

travel and accommodation are the client's responsibility.

