



Communication Guide

It is CommuniCare Therapy policy and expectation:

- that all independent practitioners and employees put a priority on honest, open and timely communication with patients/families, contracting partners, other health care professionals and within the organization.
- that independent practitioners and employees will follow the communication protocols of our contracting partners including the use of program specific documentation guidelines and forms.
- that all independent practitioners and employees make accommodations where possible for those patients who have expressed a need (i.e. visual or hearing impairment).

CommuniCare Therapy Main Contact Numbers

○ Reception 613-738-2871

○ Backdoor 613-738-1884

← When you know the extension or to reach your voicemail

○ Toll Free – 1-877-738-2871

○ After Hours – 613-406-2871

← EMERGENCY ONLY

Your voicemail and email and AlayaCare should:

- Reflect who you are; when the caller/contact can expect to hear back from you
- Be adjusted to reflect any days absent
- Be checked 2 - 3 times per day on days of work; at least once/day M-F

<u>President</u>	Cindy Harrison	(x 223)
<u>Vice-President</u>	Yvonne Bateman	(x 224)
<u>Chief Financial Officer</u>	Robert Bateman	(x 230)
<u>Executive Director</u>	Kim Collingwood	(x 228)
<u>Payroll and Finance</u>	Bryan VanDerHorn	(x 217)
<u>Quality Management</u>	Jan Barton	(x 218)
<u>Operations Manager</u>	Heather Quinn	(x 222)
<u>Office Management Coordinator</u>	Ute Mikula	(x 252)
<u>Administration</u>		
	Sara Jackson	(x 200)
	Kacey Bailey	(x 220)
	Kimberly Feese	(x 714)
	Tanya Rocheleau (Reception)	(x 100)
	Karly Walton	(x 247)
	Amanda Kereluk	(x 201)
<u>Private Practice Administrator</u>	Shelley Walton	(x 202)
<u>Occupational Therapy</u>		
Director, OT (South East/Champlain)	Sylvie Madore	(x 426)
PT(Champlain E/C)	Sylvie Madore	(x 426)
Resource Manager (Champlain O/C)	Nora Vincent	(x 422)
Resource Manager	Beth Listerman	(x 432)
Resource Manager	Cheryl Strautman	(x 439)
<u>Speech Language Pathology</u>		
Director	Kim Collingwood	(x 228)
Manager (South East, Champlain - Adults/Peds)	Jennifer Armstrong	(x 329)
<u>Dietetics</u>		
Resource RD Manager	Mary Ellen James	(x 703)
<u>Physiotherapy</u>		
Manager (South East)	Mary Ellen James (acting)	(x 703)
PT Clinical Manager		(x 212)
PT Senior Clinician	Michelle Horst	(x 507)
<u>Social Work</u>		
Manager	Mary Ellen James	(x 703)

When or why to Contact the Office

Sick – Phone into reception to inform of your absence, ext. 100
(Remember to change your VM greeting and contact any patients scheduled that day)
Inform your manager or the manager on duty that you are away in case of patient calls

Risk Event – During office hours, call and request the Manager on Duty to report immediately, ensure to get someone live, in person
If an incident occurs which involves potential or actual injury or harm to yourself or the patient – contact appropriate emergency services first.

Independent practitioners and employees must inform their manager/director of all incidents that occur that may impact their safety or well being or their patient's safety, well being and ability to receive service.

Clinical/Administrative Issues – missing patient info, referral questions, clinical questions, equipment ordering, resource support,

Who, What, When?

Who	What	When	How
Manager on Duty	<ul style="list-style-type: none"> • Urgent issue • Patient/Clinician Risk • Responding to a request from the office • High Priority Referral request • Late Report Due • Same Day/after 2pm Equipment • Unexpected Day Off 	Immediately	<p>In person over the phone <u>or</u></p> <p>Via text to respond to a manager's text</p>
Program Manager	<ul style="list-style-type: none"> • Caseload availability, requested time off • Visit complement or contract questions • Patient Transfers 	As needed	Email
Resource Manager	<ul style="list-style-type: none"> • Clinical brainstorming/questions • ADP resource visit • Request for a Site Visit, • Questions regarding invoice referrals or reporting • Policy/procedure clarification 	As needed	Email

Who, What, When?

Who	What	When	How
Admin Member	<ul style="list-style-type: none"> Alayacare follow up questions 	As required	Email
Equipment Ordering	<ul style="list-style-type: none"> equipment@communicare.ca or voicemail at ext. 234 <p>Clearly stated – patient name, BRN, equipment required, and equipment code</p> <p>Include all handle heights, TTB side, delivery concerns</p>	Before 2pm for orders to be delivered within 2 days	Email (preferred method) Voicemail
Equipment ordering	<ul style="list-style-type: none"> Same Day for urgent needs only – speak to the MOD 		Submit by email and then phone call to alert MOD
Ethics	<ul style="list-style-type: none"> Ethics situation needing support, suggestions, input These ethics scenarios are often helpful for learning for the team at future meetings 	As required	Phone – ext 103 Email EthicsCommittee@communicare.ca

Who to contact at CommuniCare

My Program Manager is _____ at extension _____

- A Manager on Duty (MOD) is available Monday to Friday from 9am to 5pm
- During COVID – a weekly Manager On Duty Schedule will be sent out.
- If you plan to work outside of office hours, inform your manager in order to have a plan for a contact person in case of emergency.

Mandatory Reporting

Under the Regulated Health Professionals Act (RHPA), and other statutes it is mandatory for CommuniCare Therapy and/ or the community independent practitioners to make reports to the proper authority when certain events occur. [regulated health professions act](#)

A community independent practitioner is required to report suspected or known:

1. Sexual abuse of a patient
2. Child abuse or neglect
3. Abuse of an elderly person
4. Incompetence or incapacity of a registered health practitioner

In any of these cases, it is necessary to **contact your manager** to determine next steps, who to contact, and to ensure documentation of the process.

Home and Community Care Support Services Phone Numbers

- Champlain HCCSS
 - Backdoor 613-745-6930
- South East HCCSS
 - Backdoor 613-283-7254

When you need to get a live person at the HCCSS,
press "0" until you reach someone, you can ask for Intake or Covering CC

When to call Care Coordinator (CC)

- Clinician is unable to proceed with a visit as set out in the Patient Service Plan and has not been able to reschedule in accordance with the Patient Care Plan; **(Missed Care)**
- A Caregiver is expected to be unable to provide care to a patient for a significant period of time;
- A communicable or reportable disease as defined in the Health Protection and Promotion Act, develops in a Patient, Caregiver, a clinician or any other person at the Service Delivery Location.
- Changes to any custody or POA arrangements
- With any complicated situation out of the ordinary service plan

When to call Team Assistant (TA)

- Changes to a patient or student's location, school, address or contact information. **Report to TA and manager**
- The patient is unexpectedly admitted to hospital or a health care facility
- The clinician encounters a Not Seen/Not Found event, **Report to TA and CommuniCare Therapy as per NSNF Policy**

Consent

Consent to assess – through parent, patient, or POA

Consent to treat – at each stage of intervention

Consent to share information – informed consent, implied consent (circle of care), and written consent

Consent to communicate via email – form to be explained and completed

Being aware of Capacity for Consent

Substitute Decision Makers

Patient Withholding Consent

Bound by PHIPA and Privacy Policies

Clear documentation of consent- Alayacare visit form

Contact your manager or Privacy Officer

Not Seen Not Found (NSNF) visit confirmation

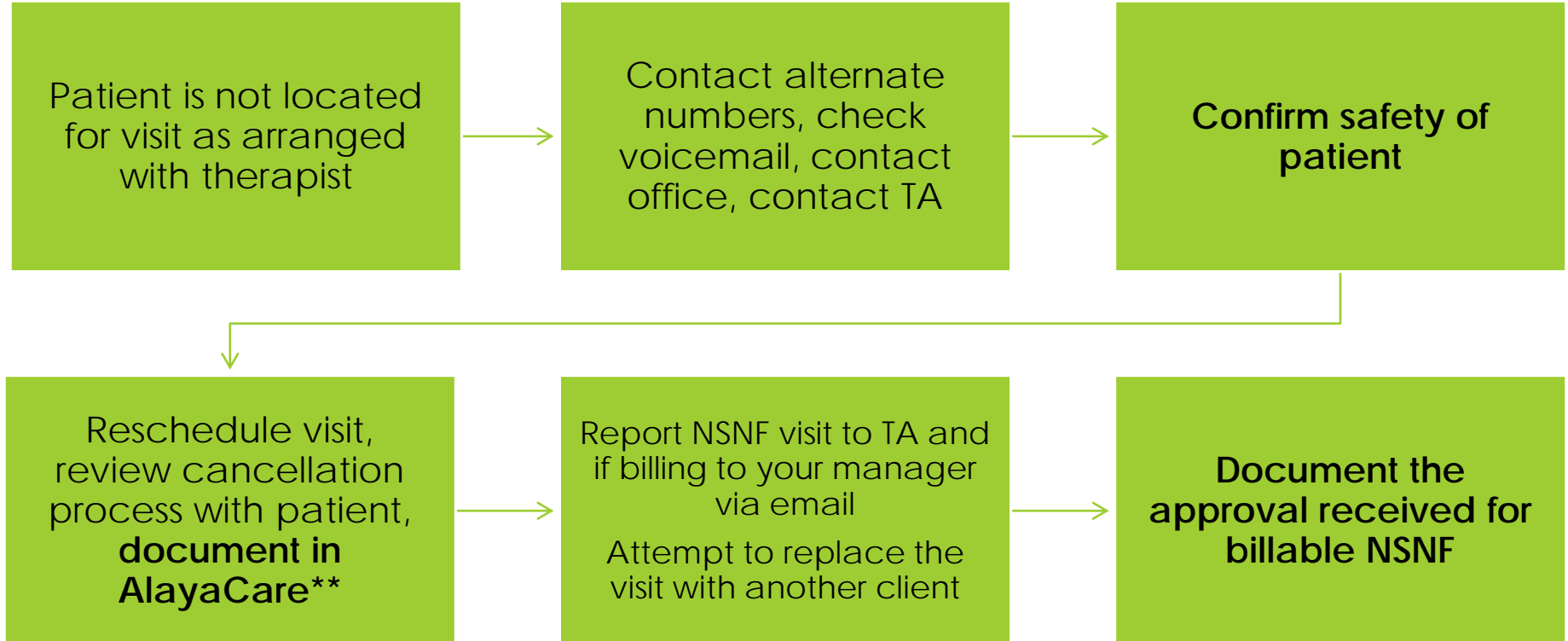
A reminder call is required 24 hours prior to each visit for the following:

- Face to face visit -In-Home patient
- Only one student in school
- Inclement weather days at schools

Clinicians will not be reimbursed for NSNF occurrence if they have not followed appropriate procedures to prevent occurrence and do not have required supporting documentation in file

P&P

Not Seen Not Found (NSNF) (in person care)



Missed and Cancelled Care

Missed Care is clinician driven and includes any scheduled care that is cancelled by the clinician and cannot be rescheduled within the frequency, or a missed first visit date.

Inform your program manager if you are unable to meet a First Visit Date.

Cancelled Care is patient driven (this includes snow days) and includes a visit refused by the patient and does not want to reschedule either with another clinician or within the same frequency period.

Note that if a patient refuses the service after the clinician has arrived at the service delivery location this may be a billable visit to the HCCSS or may be considered a Not Seen/Not Found.

AlayaCare- Visits that are missed or cancelled are tagged with a reason code in AlayaCare. See AlayaCare Cheat Sheets and training documents

Report Submissions

reports@communicare.ca

Report Type	Clinician Due Date
Initial Report	<u>Adult / In-home program</u> : 5 days from first visit (assessment visit) <u>School Care program</u> : 5 days after last assessment visit completed
Discharge Report	<u>All programs</u> : 5 days from discharge date
Change of Status (COS) Report	<u>Adult/In Home program</u> : <ul style="list-style-type: none">- 48 hours from date report written or Change in Status- Need to keep PED and frequencies up to date and be writing a Change of Status prior to running out of visits or PED
Interim Report	<u>Adult / In-home program</u> : 6 months from services initiated or at HCCSS request

Service Provider Reports

Referral Caseload: 4275-CC-0019-BEL - Relief Care Coordinator

Champlain:

- ✓ In Home SPR
- ✓ SBRS SPR – to be discussed

SURNAME:

FIRST NAME:

CM ID:

BRN:

Referral Caseload: EBBLD9 - East-Brockville-Blended - Bev Taggart

South East:

- ✓ In Home SPR
- ✓ Change of Status Report

BRN:

SURNAME:

FIRST NAME:

CASELOAD:

Conflict of Interest

1. Should a patient request information on private therapy services, independent practitioners are to refer them to a local directory or, patients may be directed to contact the appropriate Professional Association for names and phone numbers of private practitioners.
2. School Services Speech Language Pathology, Occupational Therapy and Physiotherapy – independent practitioners may not provide private therapy services to patients of the HCCSS contracting partners during the school year. If such services are requested by a patient/family see point 1.
3. Independent practitioners may not use their contacts with patients of the HCCSS contracting partners to solicit private patients during the summer months.
4. Solicitation of patients on behalf of CommuniCare Therapy or for one's own practice is strictly forbidden and will result in disciplinary action

Public Communication

At times, CommuniCare Therapy clinicians may receive requests for information from the public, which could include requests from the media, or via social media.

Please refer to our policies on public communication located on the Clinician Portal under Resources. In general, keep in mind the following:

Any / all requests by members of the media specific to the services CommuniCare provides must be referred to the Executive Director of CommuniCare Therapy.

It is our policy NOT to respond to any requests by the media which involve HCCSS (formerly LHIN) services. These requests are forwarded by President, CFO or Executive Director to CCAC or ACCC officials.

Good Communication = Patient Satisfaction

Commendations, compliments, and positive Satisfaction Surveys are often the result of clear communication with the patient, care team, or school team.

[CommuniCare Policies related to Communication \(available on Clinician Portal\)](#)

Privacy and email and virtual care P&P

AODA P&P

SE HCCSS Communication Protocols

CH HCCSS Communication Protocols

Professional Regulatory College Standards on Communication

Professional Regulatory College Standards on Documentation and File Management

