



## Home Care Centralized Scheduling Office Transition Frequently Asked Questions

### After Hours Nurses and Nursing Intake

The nurses who work as After Hours support for home care nurses, as well as the nurses providing nursing intake Monday to Friday, will join the Home Care Centralized Scheduling Office (HCCSO) as of Friday, March 28, 2025. Their role and hours will not change with this move to HCCSO. There will be an addition to the leadership structure at HCCSO to include a nurse supervisor for these two groups of nurses. We are thrilled to have them join us within the Home Care program directly!

### After Hours Nurses (internal number only: 204-788-8334)

After Hours Nurses (AHN) are an integral role in the support that we provide to nurses working in the community. The AHN work 2:30 p.m. -10:45 p.m., 7 days a week, as well as days on weekends and stat holidays. They will assist with clinical questions, help facilitate hospital discharges or resumption of nursing services, and work with nurses on schedule questions/changes. In essence, they help maintain continuous home care nurse services so that our clients and families can remain at home. As we transition to the HCCSO, this work will continue, with the difference being they are direct employees of the Home Care program.

### Nursing Intake (public number: 204-788-8337)

Nursing Intake is available Monday to Friday, 8:00 a.m. – 4:15 p.m. Typically, Nursing Intake receives referrals for home care nursing from doctor's offices and the public. They will complete an assessment keeping in mind nursing protocols and service limits. That assessment and service plan would normally go to community nursing offices for processing but with the Intake Nurses co-located with scheduling, we are looking at the opportunity to schedule new referrals at HCCSO taking some volume of work from Nursing Resource Coordinators in the community. Stay tuned for more information on this in the near future.

We are very excited to have these two nursing groups join the HCCSO!