



## Home Care Centralized Scheduling Office Transition Frequently Asked Questions

### After Hours and the new Client Service Cancellation Line

With all scheduling work consolidated at the Home Care Centralized Scheduling Office (HCCSO) 24/7, our partners at the Provincial Health Contact Centre, After Hours Central Intake Program (PHCC AHCIP) will only receive Home Care client calls during After Hours. With this change, we expect that the experience for clients and their families calling for assistance during After Hours will improve immensely, as the staff scheduling calls are not in competition with client calls. Additionally, this change will allow for a couple of innovations to After Hours support and Central Intake.

#### **\*NEW\* 24/7 Client Service Cancellation Line: 204-788-8333**

Beginning Monday, March 31, the AHCIP team will begin this new service to support Home Care. When we look at cancellation data and how we currently process cancellations, it's evident that we need to streamline the work. Once a Case Coordinator (CC) receives a cancellation request, it triggers a process that requires a task to be sent to scheduling to action the cancellation. If a CC is out of the office on a home visit, there could be a delay in that task being sent to scheduling. In that delay period, a Direct Service Staff (DSS) or nurse may go to a visit unintentionally, which could trigger another process: Client not Home for a Scheduled Visit. This secondary process could be very time consuming.

With Mobile Procura and the instantaneous updates that occur from office to DSS or nurse phones, we saw an opportunity to streamline this work. Now, CCs can leave the new cancellation number on their outgoing voicemails. We will also socialize this number with clients through messaging, stickers on home files, and updates to CC business cards.

At AHCIP, callers to the cancellation will get a greeting and be transferred to the next available operator to take their cancellation information. If no one is available to take their call within a few minutes, callers will be offered a voicemail. AHCIP staff will action the cancellations directly in EHCR and send follow-up tasks to CCs if there is something about the cancellation request that needs their awareness, i.e. if someone reports a family member has gone to hospital, or unfortunately passed away.

#### **WRHA Home Care Central Intake 204-788-8330**

When the public calls the WRHA Home Care Central Intake line, it's currently only available Monday – Friday, 8:30 a.m. – 4:30 p.m. **Effective March 31, the Central Intake line will expand its hours to 7:30 a.m. – 11:30 p.m., 7 days a week!** This is an amazing change that will help the public in accessing Home Care intake. We live in a world where people work shifts, or in different time zones,

but still need to call us for assistance with their loved one. By expanding the hours, people can reach Intake, and we're addressing the limited access people may have encountered previously.

We are so grateful to the team at the PHCC for their continued work in supporting Home Care clients and the public in accessing Home Care.