



Home Care Centralized Scheduling Office Transition Frequently Asked Questions

Nursing and the HCCSO

The following charts are intended to be a high-level overview of how [Direct Service Nurses](#) and [Nursing Resource Coordinators](#) will be impacted by the transition to a centralized scheduling office. The Nursing Handbook, SOPs or Operational Directives that require a change will be updated in due course. Any required education will also be provided – please watch for notification from the Nurse Educator or Scheduling teams.

Direct Service Nurse Impacts

AREA	CHANGE	COMMENTS
Mileage	No	Continue to submit mileage at beginning of every month to your NRC
Paid Hour Adjustment Forms	No	Continue to submit your PHAs to your NRC for all requests for days off, vacation, income protection, overtime, additional shifts, etc.
Daily Planning	No	Continue to report to office for daily planning.
Collaborative Care Team Meetings	No	Continue to attend care team meetings.
Safety Huddles	No	Continue to attend safety huddles as scheduled.
Problems with Mobile Application	No	Continue to report to NRC/After Hours Nurse if issues with Mobile App and contact Service Desk. NRS may be printed to help support work flow as per current process by NRC/After Hours Nurse



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Posting of four week rotation	No	Four-week rotation will continue to be posted within office.
Access to client files /documents in office	No	Admissions, resumes, prescriber orders, forms and files will continue to be at community area offices for pick up.
Supplies	No	Supplies for client care delivery will continue to be accessed as per current process at your community offices.
After Hours Nurse support	No	After Hours nurses will continue to be available on weekends, evenings and recognized holidays for support.
Shift schedule of clients	No	<p>You will continue to receive your list of clients for your assigned shift on Mobile App as you do now. Continue to review your schedule at start and complete all visits, breaks and your Start/Stop Shift.</p> <p>Continue to refresh between each visit and break.</p>
Communication of client schedule adjustments, care codes, frequency, etc.	Yes	<p>All changes will be called into the Centralized Scheduling line 204-940-3100. There will be no voice mail. You will be able to speak to live to a Scheduling Clerk.</p> <p>Service Change notification forms will no longer be used.</p>



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Discharges	Yes	<p>All discharges will be called into Centralized Scheduling line 204-940-3100.</p> <p>You will continue to document a discharge summary on the Mobile App</p> <p>Client files/documents with a discharge form will be submitted to your AY2.</p>
Income Protection	Yes	<p>Income protection calls will be to the Centralized Scheduling line 204-940-3100. You will be speaking live to a Scheduling Clerk. There will be no voice mail.</p> <p>You will provide the same information as you do now- first and last name, date and time of shift, type of income protection (personal or family). PHA to be submitted to NRC as per current process.</p>
Timekeeper	Yes	<p>AY3 will now be timekeeper for nurses. If discrepancies in payroll, please see your AY3.</p>
Dated Notes /Integrated Progress Notes	Yes	<p>Casuals are being issued phones with the Mobile App</p> <p>All dated notes will be made on the Mobile App.</p> <p>If you feel note is relevant to be placed in client in-home file, notify NRC as per current process.</p>



Nursing Resource Coordinator Impacts

AREA	CHANGE	COMMENTS
Mileage	No	Processing and submission to Finance is unchanged.
Paid Hour Adjustment Forms	Yes	<p>Approved PHAs will be submitted to AY3 (now timekeeper for DSN). AY3 will adjust SAP.</p> <p>PHAs will need to be approved and submitted to AY3 by Wed noon of each week.</p> <p>Nurses need to complete PHAs for all changes outside of their regular master rotation schedule.</p> <p>Task will be sent under employee in EHCR to SC planner to advise of change in employee availability. SC will adjust availability and move markers as outlined.</p> <p>Access to employee tasks will be granted to you so this type of communication can occur.</p>
Communication of admissions/resumes	Yes	<p>Tasks will continue to forward to SC planner as per existing process</p> <p>Paperwork to be provided to nurse by NRC/admin.</p>
Communication of changes in client schedules as result of Collaborative Care Team Meeting	Yes	Assign one of the nurses to call into Centralized Scheduling Line 204-940-3100 to advise of changes.
Changes in client schedules identified by NRC	No	Submit task to SC Planner as per existing process.
Prescriber orders/ Admission files	Yes	Prescriber orders and client admission files will be provided to the Nurse in mail/hanging file by NRC/Admin.



Income Protection	Yes	<p>Nurses will call Centralized Scheduling Line for all income protection.</p> <p>Centralized Scheduling will work on re-assignment of visits for sick calls. Centralized Scheduling Unit Supervisors will be supporting SCs with re-assignment.</p>
Mobile Alerts Task Planner	Yes	<p>Centralized Scheduling Unit will monitor start/stop alerts. Centralized Scheduling Unit Supervisors will notify NRC if unable to resolve issue.</p> <p>NRCs will no longer be monitoring the mobile alert planner.</p>
After Hours Nurse support	No	<p>After Hours nurses will continue to be available on weekends, evenings and recognized holidays for support.</p>
After Hours Reports	Yes	<p>After Hours reports via email will no longer occur. Tasks will be sent to NRC planner.</p>
Communication of client schedule adjustments , care codes, frequency, etc.	Yes	<p>Nurses are to call in all changes will be called into the Centralized Scheduling line 204-940-3100 for all changes</p> <p>Service Change notification forms will no longer be used.</p>



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Discharges	Yes	<p>All discharges will be called into Centralized Scheduling line 204-940-3100 by DSN. DSN to submit discharge file directly to AY2. AY2 will discharge in EHCR.</p> <p>All nurses will have Mobile App and do discharge summary on application.</p>
Income Protection	Yes	<p>Income protection calls will be to the Centralized Scheduling line 204-940-3100. Task will be sent to NRC Planner to alert of sick call.</p> <p>PHA to be submitted by nurse as per existing process.</p>
Timekeeper	Yes	<p>AY3 will now be timekeeper for nurses.</p>