



## Home Care Centralized Scheduling Office Transition Frequently Asked Questions

### Communication Pathways and the HCCSO

One of the largest areas of concern in healthcare is not the actual care we provide, but gaps in communication – the left hand might not know what the right hand is doing and the person caught in the middle is often a client or staff member leading to a lot of frustration. One of the reasons for creating a Centralized Scheduling Office is to streamline communication through one phone number (204-940-3100) for all staff. This way, as a staff member, you can be assured any information you need or want to relay about your clients, is a simple call that is answered 24/7.

### Why do simplified communication pathways matter in healthcare?

- Client safety: when you tell us about a change in health status, or medication concerns, or broken equipment – all of that is important to know so that issues are addressed in a timely manner.
- Staff safety: having a reliable service to support you while you are working alone in the community is essential.
- Client and Family satisfaction: by removing staff calls from our current after hours support structure, clients and families will be able to reach someone in a timelier manner and can have their questions, concerns addressed more quickly.
- Electronic Home Care Record and the Procura Mobile App: with all client information and client scheduling information in one platform, information that you relay to the office can be actioned or updated in a timely manner and will immediately show up on your Mobile Application.

### Why do I call?

Though most routine calls should be made to 204-940-3100 – see last week’s FAQ here for more information: <https://professionals.wrha.mb.ca/hccso/>.

There are times when you need to contact your Resource Coordinator or Nursing Resource Coordinator. Here are some examples:

Call Resource Coordinator	Call Nursing Resource Coordinator
Additional Hours	Paid Hour Adjustment Forms
Supplies (PPE, gloves, etc)	Prescriber Order concerns/questions
Education/Training	Leaves of Absence



Employment Questions (Letter of offer, extension of employment, retirement, resignation)	Employment Questions (Letter of offer, extension of employment, retirement, resignation)
Name, Phone Number, Home Address changes	Name, Phone Number, Home Address changes
Right to Refuse Dangerous Work	Right to Refuse Dangerous Work
Leaves (Stat Day/Vacation/Maternity/Parental/Bereavement)	Nursing Coordinated Clients: change in demographics ie name, phone number, address
Payroll Questions	Nursing Coordinated Clients: SVP/Hazards
	Nursing Student schedule questions

**WHEN IN DOUBT ON WHO TO CALL, ALWAYS CALL 204-940-3100 AND YOUR QUESTION OR CONCERN WILL GET TO THE RIGHT PERSON WHO CAN HELP YOU.**