

Client-Partnered Scheduling

Working Together to Increase Access to Personal Support Services

The North East Local Health Integration Network (NE LHIN) and other areas of the province are experiencing a shortage in available Personal Support Workers (PSWs). We are working with our partners to find new ways to meet the needs of our clients during this time as well as attract more PSWs.

We are committed to enhance your patient experience. We have moved to a “Client-Partnered Scheduling” model to make sure that more clients and caregivers can receive the personal support services they need. Client-Partnered Scheduling helps our service providers in scheduling their home care workers so that more clients can receive care at home when you need it. Some questions to consider:

- *Is your schedule flexible?* Appointments first thing in the morning and in the evening are always in high demand. If you are available to receive service later in the morning or early afternoon, it may be easier to provide.
- *Do you have another engagement scheduled during your regular appointment time?* If so, please cancel your appointment with the service provider ahead of time so that they can re-assign PSWs to other clients.
- *Are you finding that you are able to do more?* If you no longer need certain services, such as help with bathing, or if you need them less often please let your PSW or Care Coordinator know so we can help clients with more urgent needs.

How Does Client Partnering Scheduling work?

- The NE LHIN contracts a personal support provider to provide you with help with personal care. Your assigned health service provider will call you directly to discuss and confirm the first visit date and time and other visits.
- Your care will be provided during one of the following windows of care:
 - **Morning** – early (7-9 am) or late (9 – 11 am)
 - **Afternoon** lunch time (11-1 pm), early (1-3 pm), or late (3-5 pm)
 - **Evening** -- dinner time (5-7 pm), early (7-9 pm), or late (9-11 pm)
 - **Overnight** -- (11 pm to 7 am)
- **What can you expect?**
 - Visit times may change depending on your needs and the needs of other clients, but your provider will work out a plan of care with you that will meet your personal care needs.
 - Care at home with the possibility of a **half-hour variance** before or after your window of care time.
- **Are there any exceptions?** If your Care Coordinator has determined that it is medically necessary that your care occur at a certain time, your health **service provider** will work with you to schedule your visits using this information.

For more information on home and community care services, to self-refer, or speak with your care coordinator call 310-2222. You can also visit our website at nelhin.on.ca