

Primary Care Info Sheet

Connecting Your Patients to Care at Home and in the Community

In a complex and evolving local healthcare system, Home and Community Care Support Services Waterloo Wellington employs nearly 300 health care professionals as care coordinators to help your patients and the general public access the care they need from a variety of health and community service partners. We support patients from birth to end of life collaboratively with our health care partners to access appropriate care and navigate the local health system.

Home and Community Care Support Services promotes independence enabling patients to remain in their homes and transition to other levels of care in the community and long-term care homes when appropriate.

A referral will help your patient access:

- **Home and community care:** personal support, nursing (clinic and at home), occupational therapy, physiotherapy, speech therapy, social work and dietetics
- **Specialty services:** geriatrics, paediatrics (school & home), mental health, palliative, behavioural support
- **Access to long-term care and transitions to care:** determines eligibility, assessment, & placement for long-term care, complex care, rehab, adult day programs, and supportive housing
- **Connections to:** community support services, primary care and other health care partners
- **In-hospital services:** discharge planning & assessment
- **Essential Medical supplies and equipment:** related to the provision of professional home care services

How to make a referral to Home and Community Care Support Services Waterloo Wellington:

- **Use our dedicated primary care provider phone line at 1 844 388 5541**
- Complete a Medical Referral Form available on the Physician Section of the Home and Community Care Support Services Waterloo Wellington website: [Physicians \(healthcareathome.ca\)](https://www.healthcareathome.ca) and fax completed forms to 519 883 5550

Keep in mind the following OHIP Billing Codes when working with the CCAC:

- **K070** for completing a Referral
- **K071 and K072** for Acute and Chronic home care supervision (for personally providing medical advice, direction or information to Home and Community Care Support Services or delegated health care staff)
- **K124** for case conference regarding a patient. Note the K124 requires participation by the physician most responsible for the care of the patient and at least 2 other participants that include physician's regulated social workers, employees of Home and Community Care Support Services and/or regulated health professionals
- **B960 (travel) and B990 (visit)** for special visits to patients homes (other than long term institutions)
- **Please visit the website for additional billing code information.**
[Physicians \(healthcareathome.ca\)](https://www.healthcareathome.ca)