Health Partner Gateway Reference Guide for Health Partners

MODULE 5.1

eReferral to LTCH

Revision Table

Date	Version	Author	Comments
June 19, 2013	1.0	Colleen Poirier	

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1. INTRODUCTION & BACKGROUND

1.1 Introduction

The eReferral to LTCH Referral process involves the placement of clients in Long Term Care Homes (LTCH). This process allows for accurate communication of information between the CCAC and Long Term Care Homes. It also provides an electronic record of all major events encountered in the process of placing a CCAC client into a LTCH.

The Long Term Care Home e-Referral functionality applies to the following referral types:

- Long Stay(LS)
- Short Stay Interim (SSI)
- Short Stay Convalescent Care (SSCC)

Short Stay Respite referrals are not received nor managed in HPG at this time.

The LTCH e-Referral functionality allows CCAC staff to:

- assess clients and send electronic referrals for Long Stay, Short Stay Interim and Short Stay Convalescent Care to various LTCHs
- maintain an accurate and complete waitlist for each LTCH and Bed Type
- match a client to an available bed and work through the bed offer process with the client to the point of admission to the LTCH
- facilitate discharge planning from Short Stay Convalescent Care and Short Stay Interim Beds
- update LTCH referrals as necessary and communicate to LTCHs

The LTCHs through HPG Referral Management:

- receive, review and respond to Long Stay, Short Stay Interim and Short Stay Convalescent Care referrals
- receive and view Referral Package shared documents and assessments
- view the waitlist for each Bed Type in their Facility
- record Client admissions and discharges from their LTCH

This document covers the functionality related to:

- Access to HPG Referral Management by the LTCH user to manage LTCH e-referrals received from one or more CCACs.

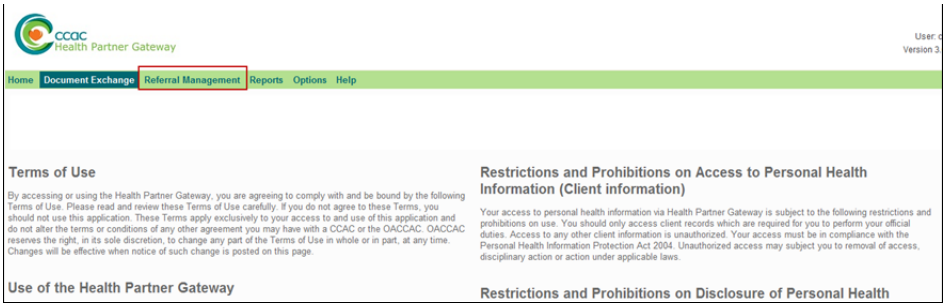
In Referral Management, the LTCH user can:

- search for referrals sent to the LTCH
- view the Referral Details, Referral Package documents and assessments, Notification Logs and Waitlist
- respond to the Referral

For more information on other HPG functionalities, please refer to the HPG Reference documents posted to the Providers' Portal on the CCAC Website.

2. REFERRAL MANAGEMENT IN HPG FOR THE LTCH

You, the LTCH user, access the e-Referrals to LTCH in HPG via the Referral Management tab.



This allows you to:

- Search for Referrals
- View Waitlists
- View Referral Details
  - Client Information
  - Referral Notification Log
- View Referral Documents
- Respond and update referral statuses

The Referral Management section has three tabs:

- **Referrals** – allows you to search for referrals by their HPG team (Organization) and Referring CCAC

  Two sub-tabs include:

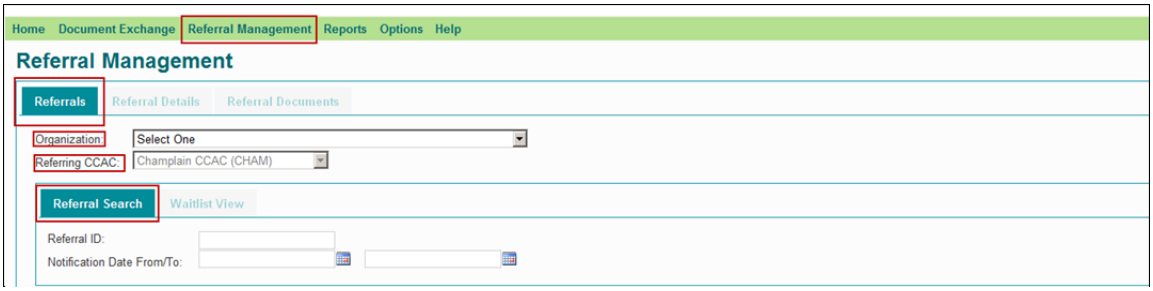
  - *Referral Search* – allows you to the further refine your referral search using a number of filters (Referral ID, Notification Date, Bed Type and Status)
  - *Waitlist View* – provides a list of clients who have been waitlisted for the LTCH and the bed in focus

- **Referral Details** – allows you to view the details of the selected referral from the search results grid and respond to the chosen referral

- **Referral Documents** – allows you to view shared documents and assessments in a PDF format

2.1 Referrals

The **Referrals** tab is the default when you select **Referral Management** in HPG. This page allows you to search for referrals sent to your Organization team, with a further optional filter of Referring CCAC.



Refine the Referrals you want to Search for by your Organization Team and Referring CCAC.

Organization and Referring CCAC drop down(s) may appear greyed out (no other options) if the HPG user is assigned to only one Organization and/or CCAC.

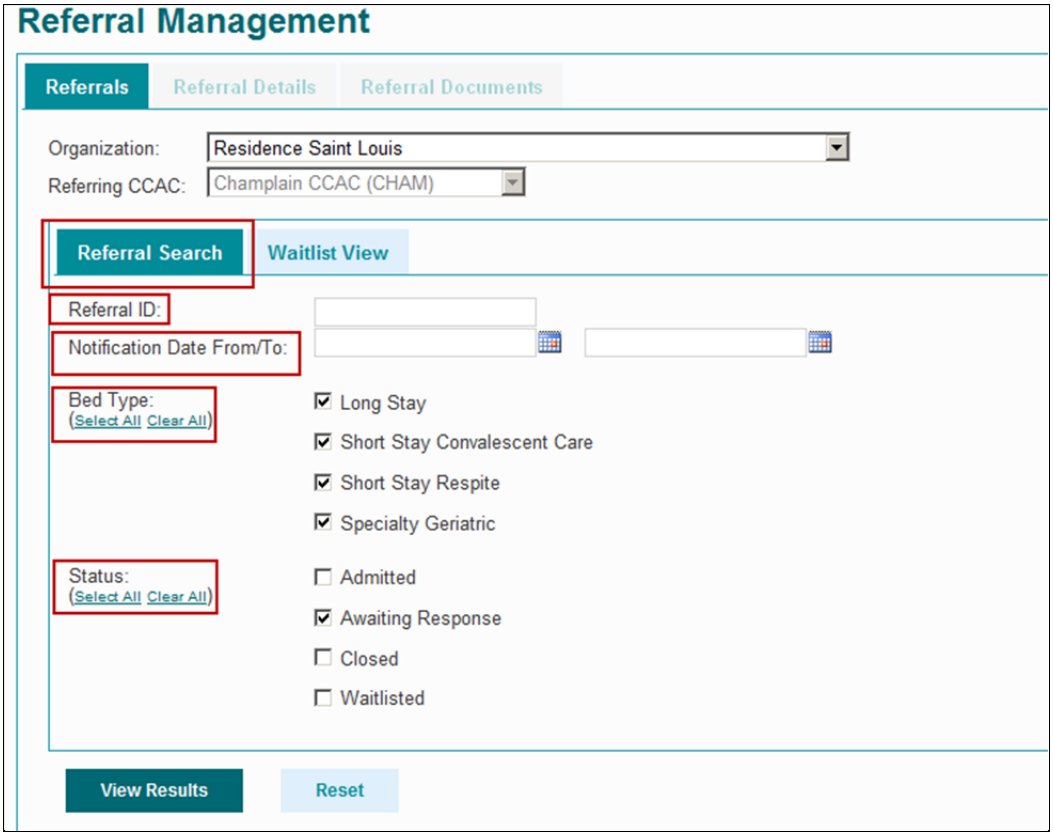
2.1.1 Referral Search

When you select the Organization and Referring CCAC from the drop down options, HPG displays the **Referral Search** tab to further refine your search results.

Search results generated in the Referrals tab will be available until a new search is performed.

Available criteria for Long Stay, Short Stay Interim and Short Stay Convalescent Care Search Screens:

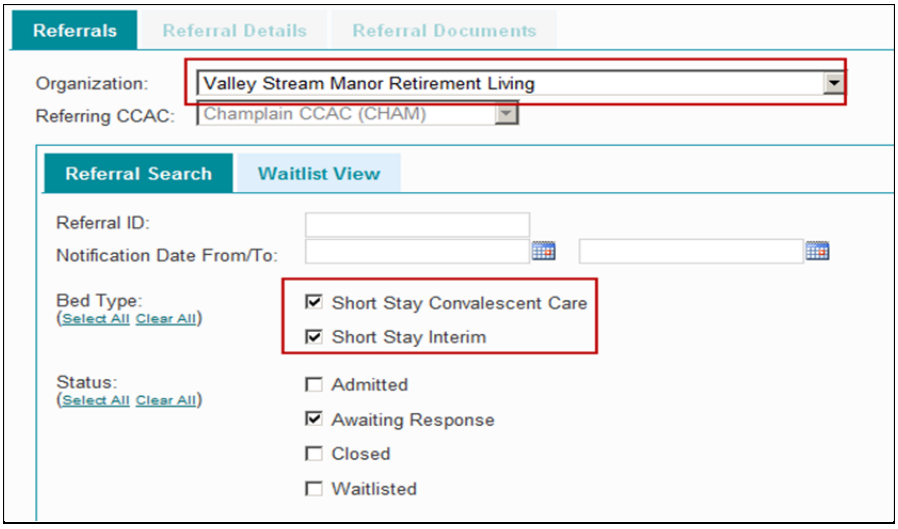
- Referral ID
- Notification Date From/To
- Bed Type
- Status

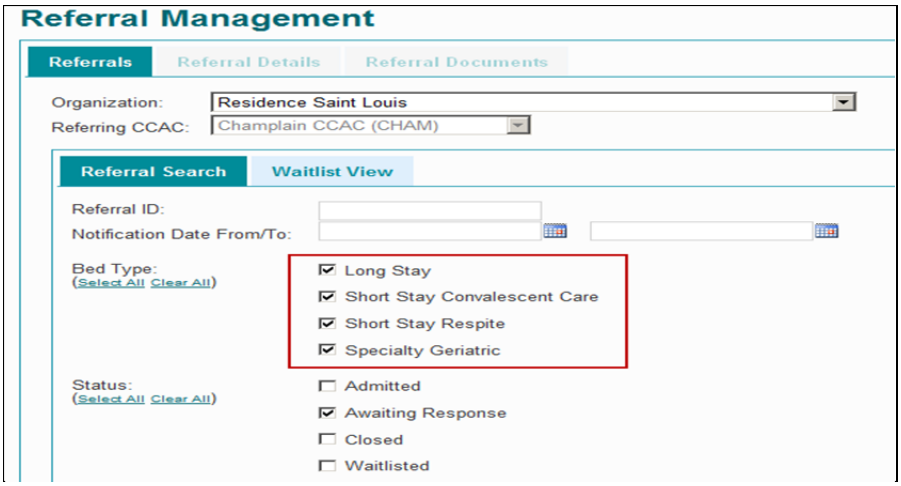


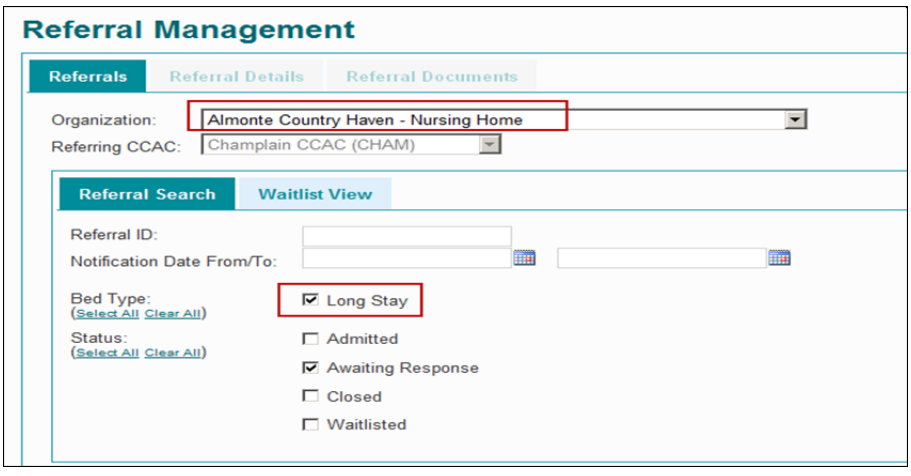
The "Bed Types" displayed are those Bed Types that are available in the LTCH selected in the Organization field in the "Search Criteria" section above.

Although the Short Stay Respite Bed Type is displayed if the LTCH has this Bed Type, the eReferral functionality is not available for Respite Beds at this time.

The examples below show this variation in Bed Types based on the Organization selected:


Referrals
Referral Details
Referral Documents
Organization:
Valley Stream Manor Retirement Living
Referring CCAC:
Champlain CCAC (CHAM)
Referral Search
Waitlist View
Referral ID:
Notification Date From/To:
Bed Type:
(Select All Clear All)
Short Stay Convalescent Care
Short Stay Interim
Status:
(Select All Clear All)
Admitted
Awaiting Response
Closed
Waitlisted


Referral Management
Referrals
Referral Details
Referral Documents
Organization:
Residence Saint Louis
Referring CCAC:
Champlain CCAC (CHAM)
Referral Search
Waitlist View
Referral ID:
Notification Date From/To:
Bed Type:
(Select All Clear All)
Long Stay
Short Stay Convalescent Care
Short Stay Respite
Specialty Geriatric
Status:
(Select All Clear All)
Admitted
Awaiting Response
Closed
Waitlisted

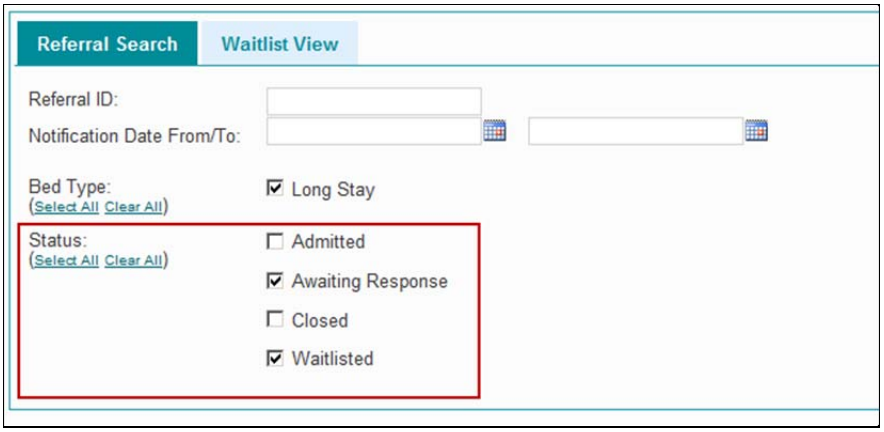

Referral Management
Referrals
Referral Details
Referral Documents
Organization:
Almonte Country Haven - Nursing Home
Referring CCAC:
Champlain CCAC (CHAM)
Referral Search
Waitlist View
Referral ID:
Notification Date From/To:
Bed Type:
(Select All Clear All)
Long Stay
Status:
(Select All Clear All)
Admitted
Awaiting Response
Closed
Waitlisted

Referral Status

There are four status categories:

- Admitted
- Awaiting Response
- Closed
- Waitlisted

You can search for referrals in a particular state(s) using the Status filter in the Referral Search (any or all can be selected):



See **Section 3.2** for additional details about Status and Actions.

To search for referrals:

1. Set the search criteria on the **Referral Search** page according to the table below.
2. Select View Results to see a list of referrals that match the refined criteria.

Referral Search Criteria and Descriptions:

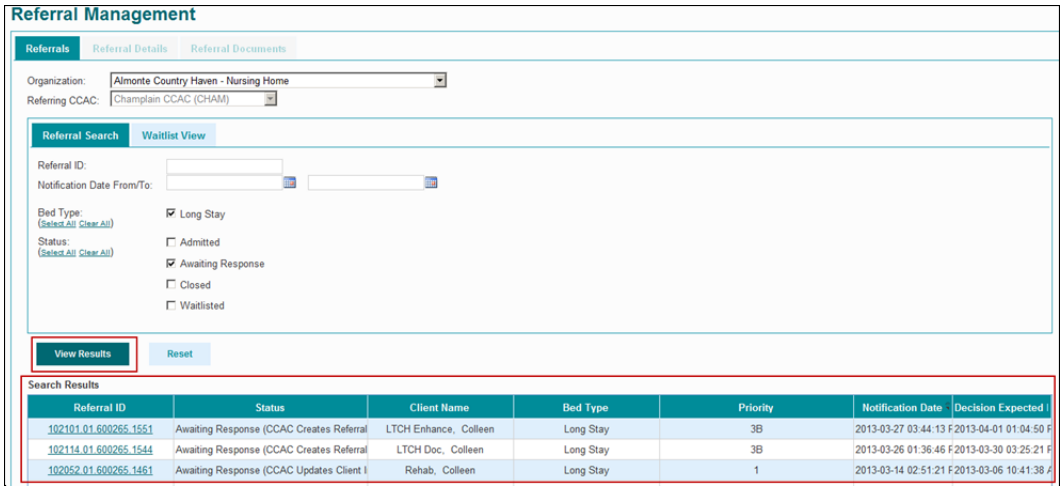
Criteria	Description / Comments
a) *Referral ID*	System generated identifier for the referral. If it is known, it can be entered here to find the specific referral
b) *Notification Date From/To*	DD/MM/YYYY can be entered as an additional filter (calendar tool available) Select the dates to filter and display referrals based on the Notification Date-the date the notice was sent to the LTCH
c) *Bed Type*	Multiple Check boxes available for LTCHs that offer

	more than one bed type.(Any or all can be selected) Check the Bed Type(s) that you wish to display in the Search Results (**Select All**, **Clear All** available)
d) Status	Refers to the Referral Status, and defaults to 'Awaiting Response'; other choices include Waitlisted, Admitted and Closed Check the Status(s) that you wish to display in the Search Results (**Select All**, **Clear All** available)

***Reset** clears all criteria

Search Results Grid

The information displays in the Search Results grid in several columns:



Referral ID – unique system generated identifier assigned to the client's LTCH referral. If you click on this link, the referral details for the selected referral will display in the **Referral Details** tab.

Status – displays the Referral Status followed by the most recent business action/event in brackets.

Client Name – the name of the referred client, in the format "Surname, First Name"

Bed Type – the name of the bed type related to the referral (Long Stay, Short Stay Interim or Short Stay Convalescent)

Priority – displays priority level assigned to the referral or application (1-Crisis, 2-Spouse/Partner Reunification, 3A-4A + Ethno-Cultural/Religious Choice, etc.)

Notification Date – the date on which the most recent business event relating to the referral occurred

Decision Expected By – the date by which the LTCH is expected to respond to a new/updated referral. This only applies to referrals in '*Awaiting Response*' status.

The search results only show the latest status for each referral. To view the history of the notifications for each referral, click on the Referral ID link.

Select a **Referral ID** link in the Search Results grid to navigate to the **Referral Details** tab, where the application/referral is displayed.

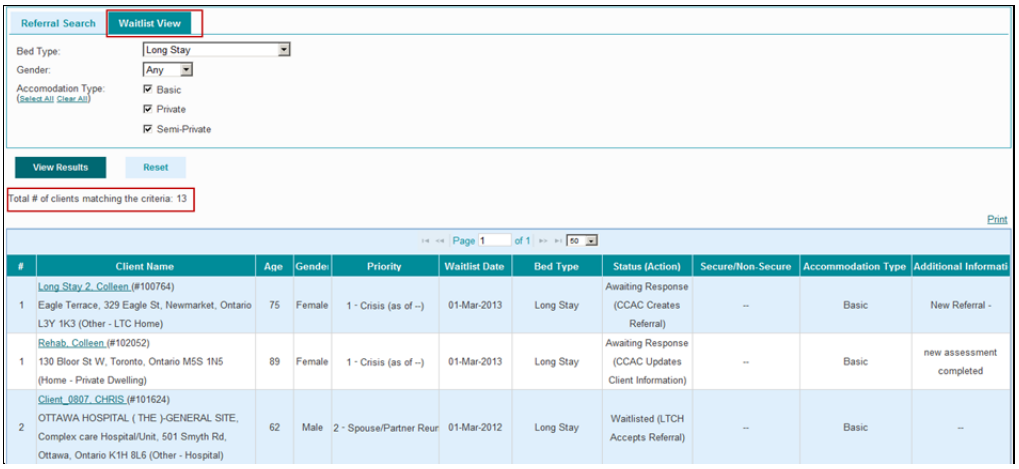
Referral ID	Status	Client Name	Bed Type	Priority	Notification Date	Decision Expected
102101.01.600265.1551	Awaiting Response (CCAC Creates Referral	LTCH Enhance, Colleen	Long Stay	3B	2013-03-27 03:44:13 F	2013-04-01 01:04:50 F
102114.01.600265.1544	Awaiting Response (CCAC Creates Referral	LTCH Doc, Colleen	Long Stay	3B	2013-03-26 01:36:46 F	2013-03-30 03:25:21 F

2.1.2 Waitlist View

The Waitlist View tab provides you with a list of clients who have been waitlisted for your LTCH and Bed Type. You can refine the list using the **Filter Criteria** with the filters of:

- Bed Type:
  - selection based on the Bed Types available in your LTHC
  - can only select one Bed Type at a time
- Gender:
  - Choices of Any, Female and Male
- Accommodation Type:
  - Displays for Long Stay Types
  - Displays the accommodation type(s) that are available for the particular Long Stay Bed Type in your LTCH

Waitlist View:



The information (columns) in the Waitlist View search results grid are as follows:

 # (number sign) - indicates the client's actual place on the waitlist, not influenced by any filters

Client Name – Client's name and client number in brackets, followed by the client's present location. This link navigates the user to the Referral Details tab.

Age – the client's age "today"

Gender – male or female

Priority – the priority assigned by the CCAC user in CHRIS –applies to Long Stay referrals only. For Short Stay Interim or Convalescent Care, it displays '—'

Waitlist Date – the date the client was added to the Wait List

Bed Type - type of bed for which the client has been waitlisted

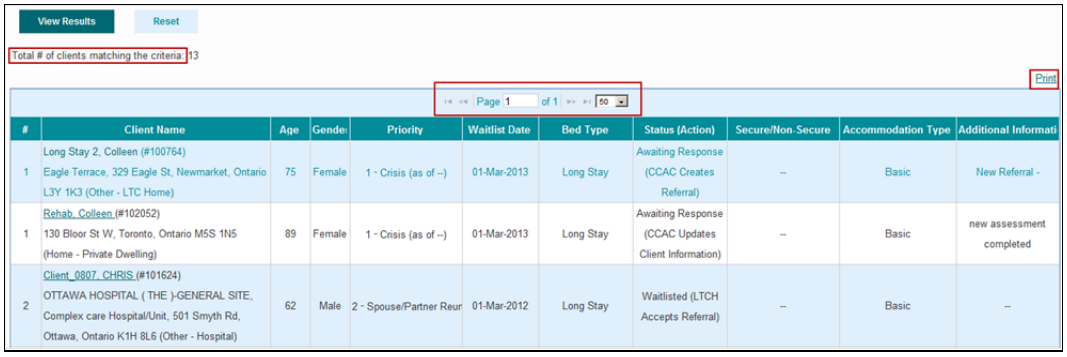
Status (Action) – the Referral Status with the action that resulted in the status in brackets

Secure / Not Secure – indicates how your LTCH will handle the security requirements of the client

Accommodation Type – indicates the type of accommodation requested by the client (Basic, Semi-Private, Private, Couples); only applies to Long Stay and Short Stay Interim referrals.

Additional Information – information provided by your LTCH or the CCAC for the current action and status.

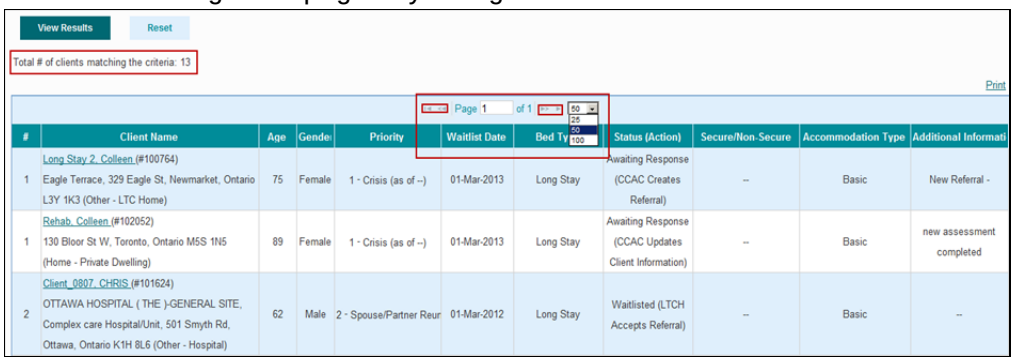
At the top of the grid:



#	Client Name	Age	Gende	Priority	Waitlist Date	Bed Type	Status (Action)	Secure/Non-Secure	Accommodation Type	Additional Informati
1	Long Stay 2, Colleen (#100764) Eagle Terrace, 329 Eagle St, Newmarket, Ontario L3Y 1K3 (Other - LTC Home)	75	Female	1 - Crisis (as of --)	01-Mar-2013	Long Stay	Awaiting Response (CCAC Creates Referral)	--	Basic	New Referral -
1	Rehab, Colleen (#102052) 130 Bloor St W, Toronto, Ontario M5S 1N5 (Home - Private Dwelling)	89	Female	1 - Crisis (as of --)	01-Mar-2013	Long Stay	Awaiting Response (CCAC Updates Client Information)	--	Basic	new assessment completed
2	Client, 0807, CHRIS (#101624) OTTAWA HOSPITAL (THE)-GENERAL SITE, Complex care Hospital/Unit, 501 Smyth Rd, Ottawa, Ontario K1H 8L6 (Other - Hospital)	62	Male	2 - Spouse/Partner Reur	01-Mar-2012	Long Stay	Waitlisted (LTCH Accepts Referral)	--	Basic	--

- Total # of clients matching the criteria: -identifies the number of clients matching the selected criteria
- There is the option to print the Wait List in the upper right of the grid. A printer dialogue box will appear for you to print the list.
- Paging functionality has been added to the Waitlist Search results. You can see the total number of clients matching the search criteria and then decide

whether to display 25, 50 or 100 clients at a time on the screen. You can then move through the pages by using the arrows-



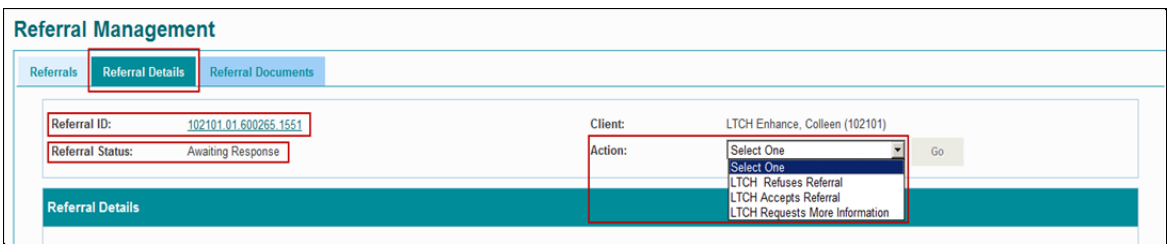
Note the following points about the Waitlist:

- The Clients are displayed or grouped according to priorities-highest to lowest.
- Within each Priority the clients are sequenced according to Waitlist Date-old to new
- Client with the same Priority and Waitlist Date have the same sequence #
- Within each sequence #, the clients are listed in alphabetical order according to surname
- Application Notes column displays the content of notes entered in CHRIS by the CCAC user. These notes provide additional information related to the Referral-either new or updated.

2.2 Referral Details

The **Referral Details** tab allows you to view the details of the Referral, the Notification Log and the available actions that you can take. The **Referral Details** tab is disabled (greyed out) on first entry until a Referral is selected for viewing. Once you have opened the **Referral Details** view, you will be able to toggle between the **Referrals** and **Referral Details** tabs without losing the focus/settings.

The Header:



Referral ID – unique identifier assigned by the system; selecting the link generates a PDF version of the Referral

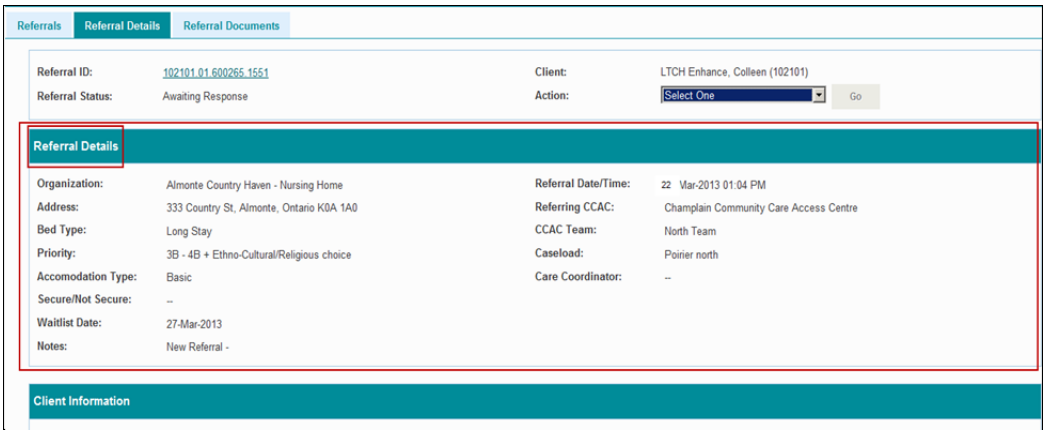
Client – client last and first name with client number

Referral Status – current status of the referral (Awaiting Response, Waitlisted, Admitted or Closed)

Action - drop down menu that allows you to respond to the LTCH referral; communication is sent back to the CCAC (available action options depend on the referral type and the referral status). When an action is selected, a window will pop up to allow you to add comments and/or additional information.

The choice of actions depends on the current status of the referral. More information on the Status and the Action drop down choices can be found in **Section 3**.

Referral Details Section



The **Referral Details** section identifies:

Organization – your LTCH to which the client has been referred

Address of the LTCH

Bed Type - type of bed client requires

Priority, Accommodation Type and Secure / Not Secure if relevant to the Bed Type

Waitlist Date-the date the client is added to the waitlist

Notes – additional information relevant to the referral; for a new referral the note will default to 'New Referral'. Any comments added in CHRIS by the CCAC user are viewed here as well. For updated referrals, existing notes will be replaced by new notes entered in CHRIS by the CCAC user.

Referral Date / Time – date and time when the Referral was initially sent to your LTCH

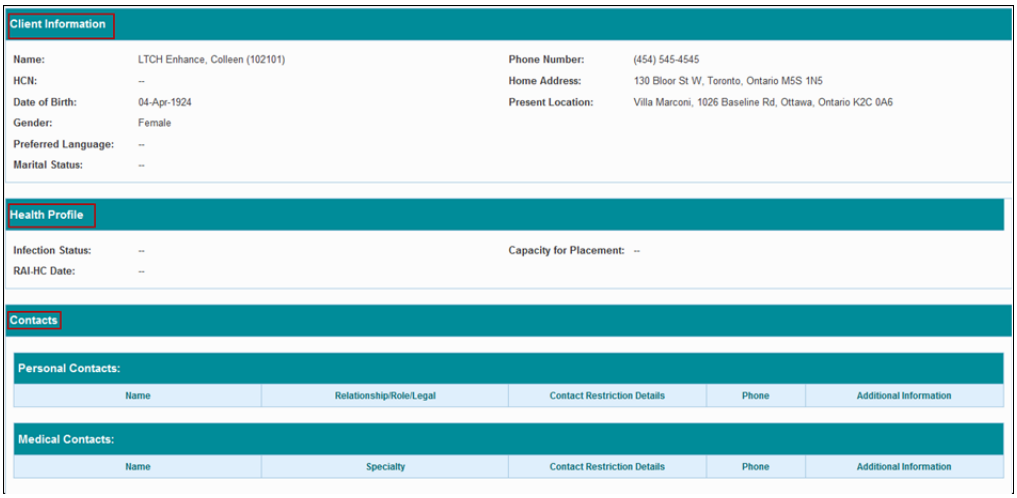
Referring CCAC – the CCAC that referred the client to your LTCH

CCAC Team – the team at the CCAC primarily responsible for the client

Caseload – name of the primary CCAC caseload responsible for the client

Care Coordinator–name of Care Coordinator responsible for the client

Other information contained in the Referral Details tab:



Client Information – all information is derived from the Client Information screen in CHRIS; client identifiers and demographics and selected information

Health Profile – selected information taken from the Client Health Profile in CHRIS

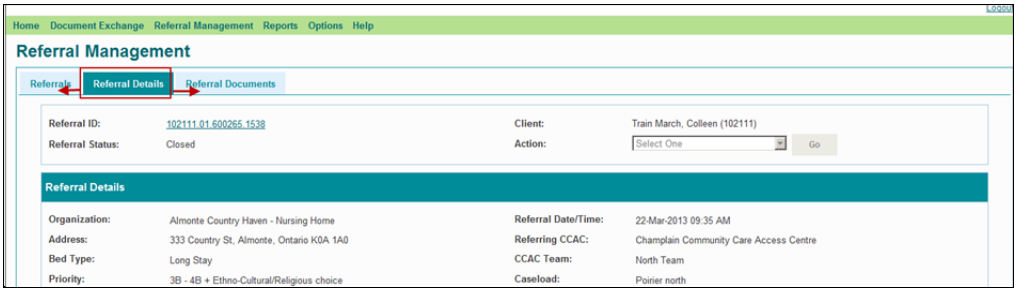
Contacts – contains Active Personal and Medical Contacts information derived from CHRIS

Notification Log

The **Notification Log** records all the actions and updates sent/completed between your LTCH and the CCAC. It is located at the bottom of the **Referral Details** page:

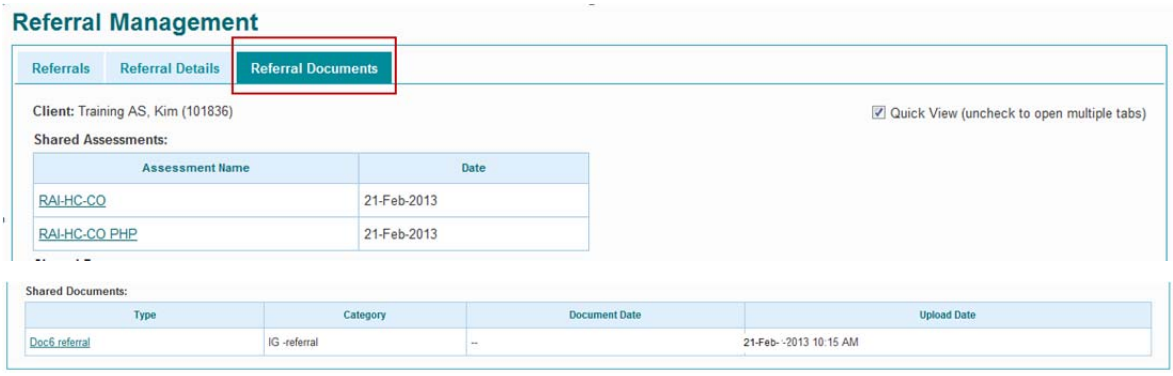
Notification Log				
Date/Time Sent	From	To	Action (Status)	Notes
22-Mar-2013 10:12 AM	LTCH, CHAM	Champlain Community Care Access Centre	LTCH Admits Client (Closed)	client has arrived
22-Mar-2013 10:09 AM	poirier, colleen	Almonte Country Haven - Nursing Home	CCAC – Client Accepts Bed Offer (Waitlisted)	client is happy
22-Mar-2013 10:01 AM	LTCH, CHAM	Champlain Community Care Access Centre	LTCH Accepts for Bed (Waitlisted)	client can move in now
22-Mar-2013 09:57 AM	poirier, colleen	Almonte Country Haven - Nursing Home	Considered for Bed (Awaiting Response)	ltch can see
22-Mar-2013 09:49 AM	LTCH, CHAM	Champlain Community Care Access Centre	LTCH Accepts Referral (Waitlisted)	client suitable
22-Mar-2013 09:46 AM	poirier, colleen	Almonte Country Haven - Nursing Home	CCAC Updates Client Information	behav attached
22-Mar-2013 09:43 AM	LTCH, CHAM	Champlain Community Care Access Centre	LTCH Requests More Information (Awaiting Response)	need a behav ax
22-Mar-2013 09:35 AM	poirier, colleen	Almonte Country Haven - Nursing Home	CCAC Creates Referral (Awaiting Response)	New Referral - seen by LTCH

You can toggle between the **Referrals** (search) tab, the **Referral Details** tab and **Referral Documents** tab without losing focus:



2.3 Referral Documents

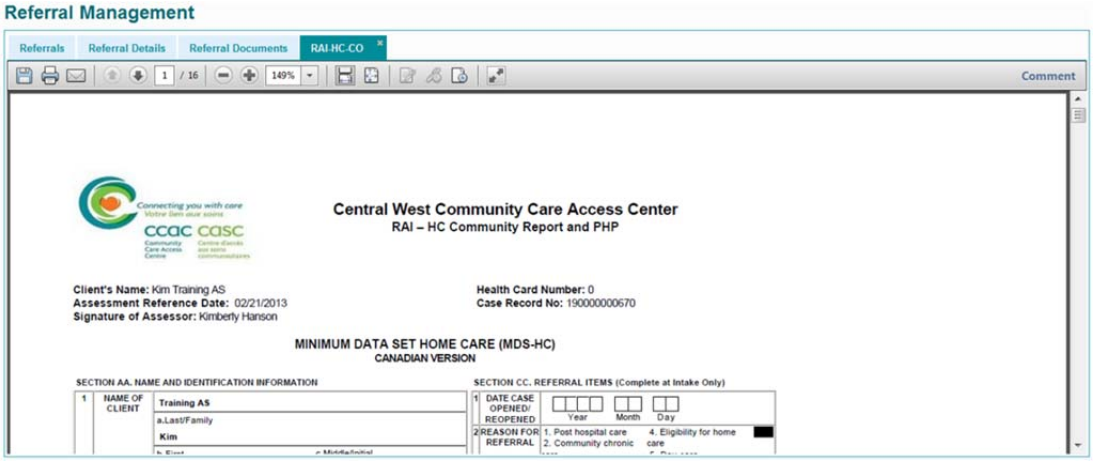
CCAC users have the ability to share documents and interRAI Assessments as part of the Referral Package. These documents and assessments can be accessed by you from the **Referral Documents** tab:



The Documents tab is disabled (greyed out) on first entry until a referral is selected. Only those documents and assessments associated with the referral will be displayed.

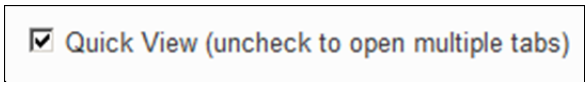
You can only see these documents if the CCAC uses this functionality.

Select the document link to open a PDF of the document or assessment, for example:

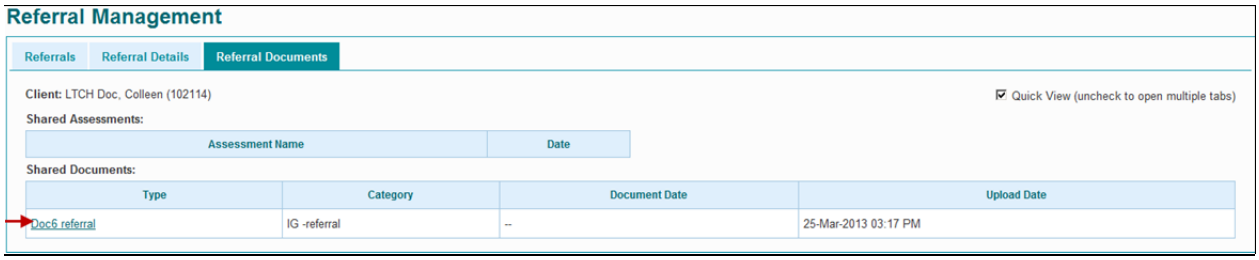


There are two views when accessing shared Referral Documents:

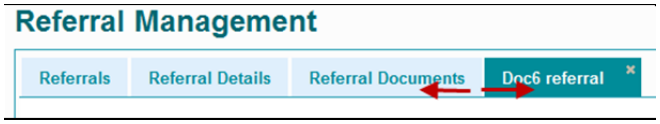
1. When the **Quick View is checked**;



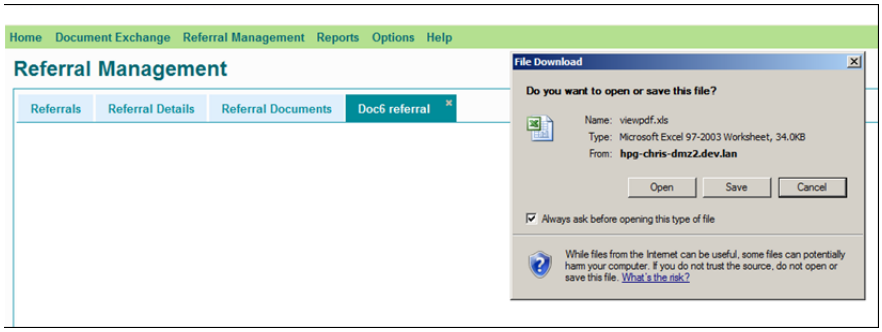
By selecting the **Document Type** link from the **Shared Documents** grid, HPG navigates you to the document tab where you can view the document within that tab (if the document is a PDF or TIFF).



You are automatically taken to the **Document Type** tab, and will need to toggle back to the **Referral Documents** tab to open up another document.

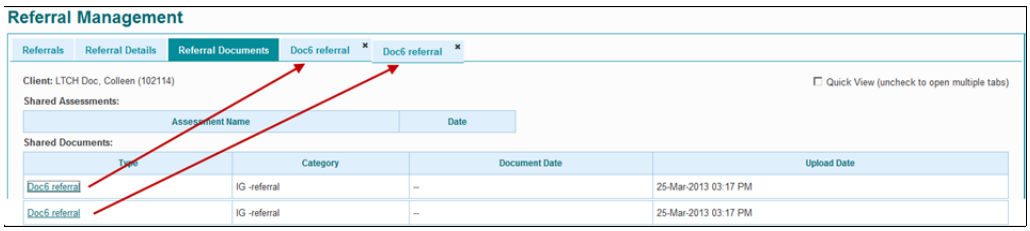


A File Download window may pop up (if the document format is not PDF) prompting you to either Open or Save the document:



2. When the **Quick View is not checked**;

You can open multiple document tabs without having to go back to the **Referral Documents** tab each time you wish to open a new document.

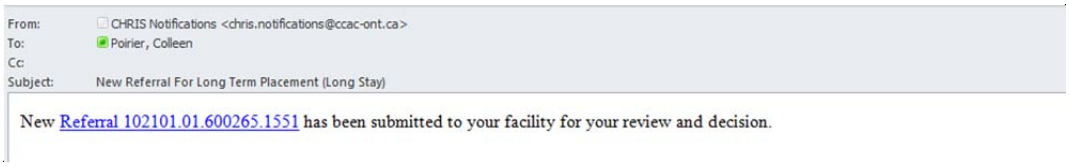


This functionality also applies to Shared Assessments and Shared Documents.

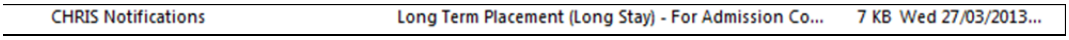
3. LTCH MANAGEMENT OF E-REFERRALS

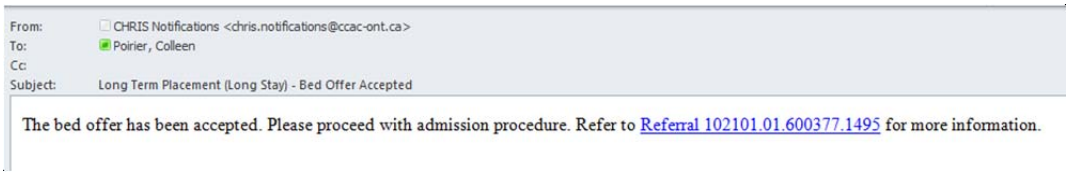
3.1 Email Notifications

When your LTCH receives a new referral in HPG from a CCAC, you are notified by email. The Referral type is in the subject line of the email so that you can distinguish between notifications for Long Stay Placement, Short Stay Interim and Short Stay Convalescent Care programs. This is beneficial if your LTCH has more than one Bed Type.



Email notifications are also received when there are updates to the Referral:





The email prompts you to access HPG (clicking on the Referral ID link will take you to the HPG log in page) to review and respond to the Referral.

Events that trigger email notifications to the LTCH are:

Action by the CCAC user/CHRIS Event	Notification (Email) Description Received by the LTCH
Create Choice/LTCH Applied	New Referral for Long Stay Placement/SSCC/SSI
CCAC sends update (because more information has been requested by the LTCH)	Client Information Updated
Considered for bed/matched to bed – CCAC notifies the LTCH that the client is being considered for a bed.	For Admission Consideration to a Bed
Client Accepts/Offer Accepted – CCAC notifies the LTCH that the client has accepted the bed offer	Bed Offer Accepted
CCAC Withdraws/Withdraw – CCAC notifies the LTCH that the application is withdrawn from the waitlist (this could be for a number of different reasons	Referral Withdrawn
Client Refused with Exception	Client Refuses Bed Offer Temporarily

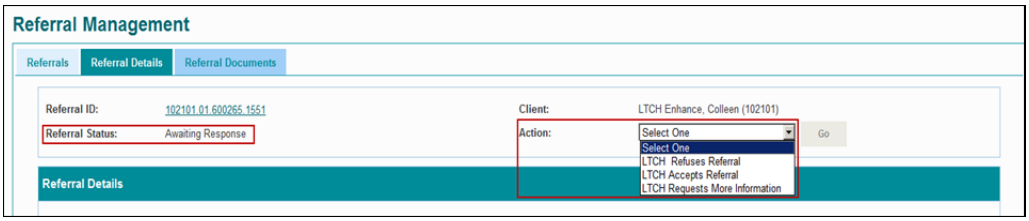
Client Refuses without Exception	Client has refused Bed Offer – Choice is Closed
CCAC Confirms Refusal – Tier 1	Confirm Refusal – Referral Closed
LTCH Choice Status in CHRIS is undone	Referral Record Corrected

3.2 Referral Management-LTCH Status and Actions

Once your LTCH has been notified that a Referral or Update has been completed by the CCAC by email, go into HPG Referral Management to view and respond to the Referral. This section describes the many possible actions that you can take in response to the actions of the CCAC.

Refer to **Section 2.1** for details and search functionality of Referral Management.

As mentioned in **Section 2.2**, the Referral header in the **Referral Details** tab contains an Action drop down menu that enables you to respond to a Referral based on the current status of the referral:



Each Referral Status category and the potential actions are listed below:

1. **Awaiting Response** is the Referral Status assigned in Referral Management when a response is required by either the LTCH or the CCAC for LS, SSI and SSCC referral types. In the following situations the resulting Referral Status is "Awaiting Response":
    - a new Referral has been created and sent by the CCAC and your LTCH is required to respond to the CCAC about acceptance of the client on the Waitlist.
    - your LTCH requests additional information and the CCAC has sent a Referral Update prior to your LTCH accepting the Referral
    - your LTCH has responded with a Tier 1 Rejection and the CCAC must now confirm receipt of the Tier 1 Rejection

- the CCAC updates the LTCH choice status in CHRIS to "Considered for bed" (in the Long Stay Referral type only) and is awaiting a response from your LTCH regarding acceptance of the client for the specific bed

2. **Waitlisted** is the Referral Status assigned in Referral Management in the following situations for LS, SSI and SSCC referral types:

    - your LTCH has accepted the Referral and the client is on the LTCH Waitlist (LT, SSI and SSCC referral types.)
    - the client is bypassed (Long Stay only)
    - your LTCH has responded that the client is an appropriate candidate for a matched bed "(LTCH Accepts for Bed)-(Long Stay referral type only)
    - the client has been offered a bed and accepts the bed offer (Long Stay referral type only)
    - when the client refuses a bed offer "With Exception" (Long Stay referral type only)

    (Use the **Waitlist View** tab to view a list of all the clients who are on the waitlist. The Waitlisted Status filter only displays those clients whose referral status is Waitlisted and not the full Waitlist)

3. **Admitted** is the Referral Status assigned when the client is admitted to your LTCH. This status applies to SSI and SSCC referral types only. Selecting the "Admitted" status filter provides your LTCH with a list of all the CCAC referred clients who are currently admitted to a SSI or SSCC bed.

4. **Closed** is the referral status assigned when the Referral is no longer open for one of the following reasons:

    - the client is admitted to a Long Stay bed type
    - the client is discharged from a SSI or SSCC bed type
    - the client/CCAC withdraws the LTCH application prior to admission to the LTCH
    - the client refuses a bed offer without exception
    - the LTCH refuses/withdraws-Tier 1 and Tier 2

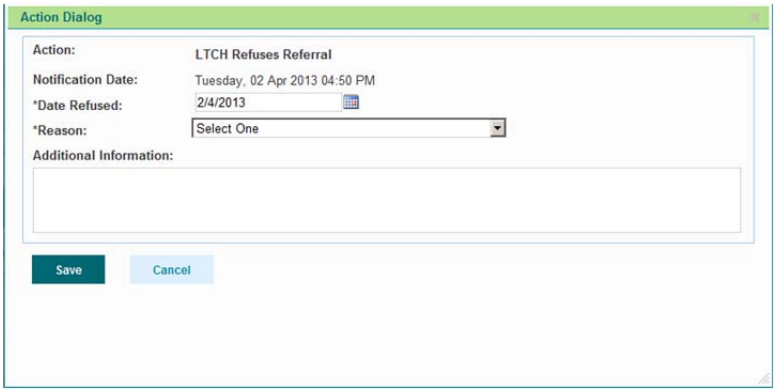
3.2.1 Awaiting Response Status and Actions

When your LTCH receives a new referral, the status of that referral is 'Awaiting Response (CCAC Creates Referral). With a new Referral, you have 3 actions to choose from-see below.

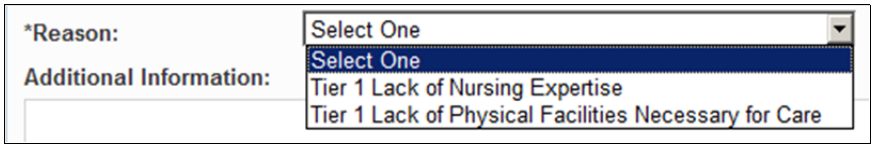
3.2.1.1 Action: LTCH Refuses Referral (available for LS, SSI & SSCC)

If your LTCH determines you are unable to care for the client based on the assessment and referral information provided, you would select 'LTCH Refuses Referral" option in the Action drop down menu.

When this is selected, an Action Dialog will display:



- *Notification Date* is set to the system date and time.
- *Date Refused*-the date your LTCH refused the Referral
- *'Reason'* is a mandatory field and is defined as the reason why your LTCH cannot care for the client. Currently there are two choices that have been configured for "Reason" for refusal:
    - Tier 1 Lack of Nursing Expertise
    - Tier 1 Lack of Physical Facilities Necessary for Care



- *Additional Information* is an optional field that you can use to communicate with the CCAC any extra details related to the refusal.

The *Additional Information* field holds a maximum of 250 characters

When you select a Tier 1 refusal, the Referral Status is updated to 'Awaiting Response' because the CCAC must take the action to confirm the Tier 1 refusal.

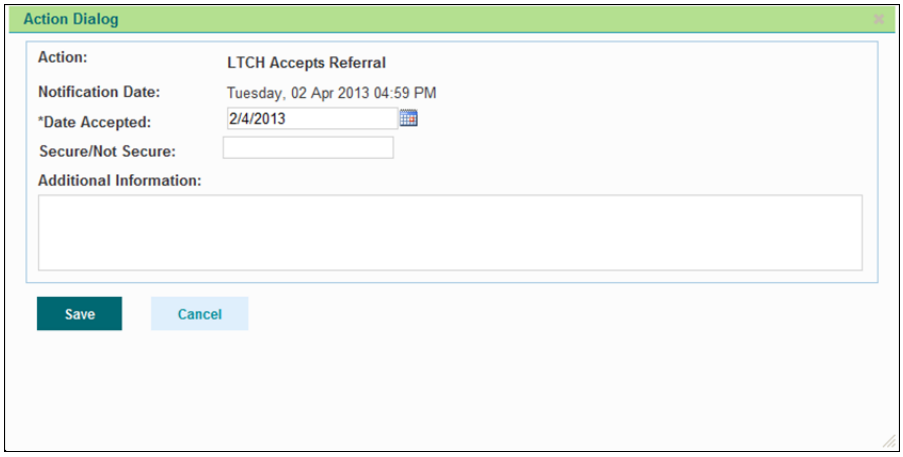
Your LTCH still has the option to select 'LTCH Accepts Referral'

The CCAC must confirm the Rejection (approval withheld) or Withdraw the referral at which point the Referral Status changes to "Closed". At this point you can no longer accept the Referral.

3.2.1.2 Action: LTCH Accepts Referral *(available for LS, SSI & SSCC)*

When your LTCH has determined that you are able to provide the necessary bed/care for a client after having reviewed the Referral and Referral package, select 'LTCH Accepts Referral' from the action drop down.

When this is selected, an Action Dialog will display:



- *Notification Date* is set to the system date and time.
- *Date Accepted* defaults to the current date and time; this is editable.
- *Secure/Not Secure* field is optional and applicable only for Long Stay referral types. Enter information to advise the CCAC about the client's suitability for a secure or non-secure bed.
- *Additional Information* field is optional and can be used to record a short note to the CCAC regarding the acceptance of the client referral.(250 character field capacity)

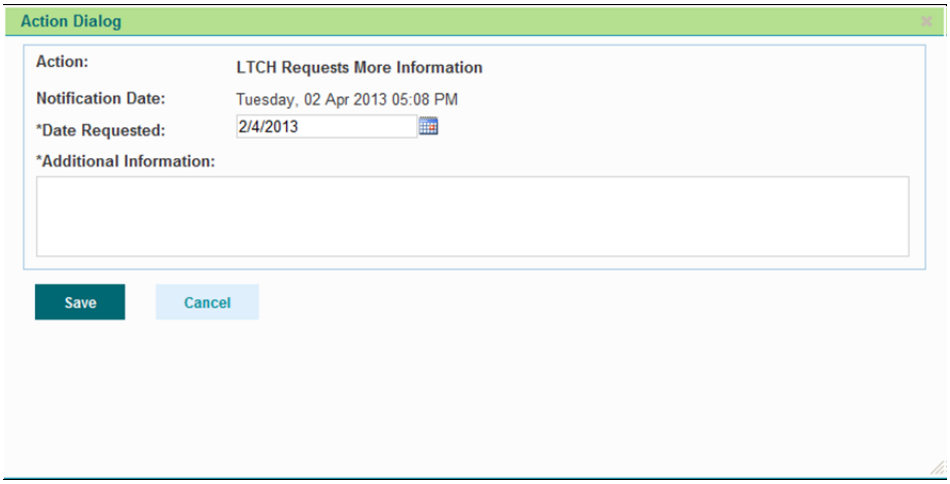
As a result of accepting a referral, the client referral is no longer displayed in the Awaiting Response Referral Status category. The status on the Referral Search Results will now display "Waitlisted (Facility Accepts Referral)".

As the CCAC progresses the client through the bed matching and bed offer process, the Referral Status in HPG remains as Waitlisted but the most recent update will be displayed in brackets in the Status column:

3.2.1.3 Action: LTCH Requests More Information *(available for LS, SSI & SSCC)*

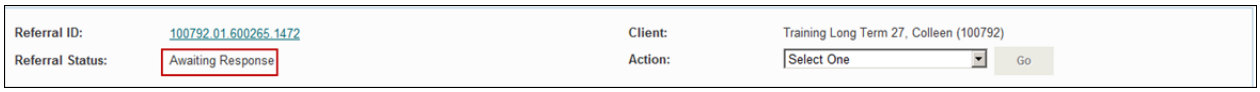
Select this response in the Action drop down menu if you feel that the information provided (referral and package) is insufficient to make a decision.

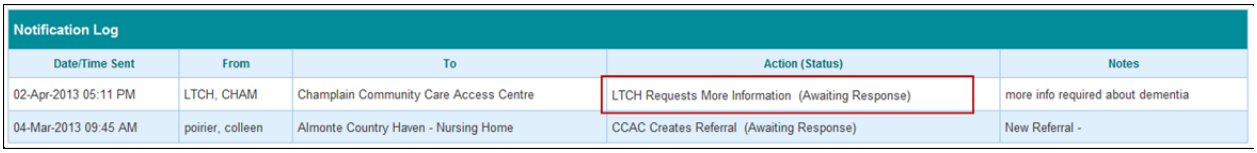
When this is selected, an Action Dialog will display:



- *Notification Date* is set to the system date and time.
- *Date Requested* – defaults to current date and time; this is editable.
- *Additional Information* field is mandatory and can be used to identify what information is missing or incomplete.

As a result of selecting 'LTCH Requests More Information' action, the client referral will remain in 'Awaiting Response' status. The most recent action in the Status column (in brackets) of the Search Results now displays 'LTCH Requests More Information (Awaiting Response)'.





Notification Log

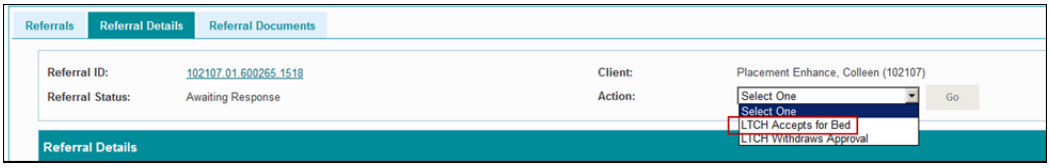
Date/Time Sent	From	To	Action (Status)	Notes
02-Apr-2013 05:11 PM	LTCH, CHAM	Champlain Community Care Access Centre	LTCH Requests More Information (Awaiting Response)	more info required about dementia
04-Mar-2013 09:45 AM	poirier, colleen	Almonte Country Haven - Nursing Home	CCAC Creates Referral (Awaiting Response)	New Referral -

When the CCAC provides an update, the Action (Status) will change to 'CCAC Updates Client Information'.

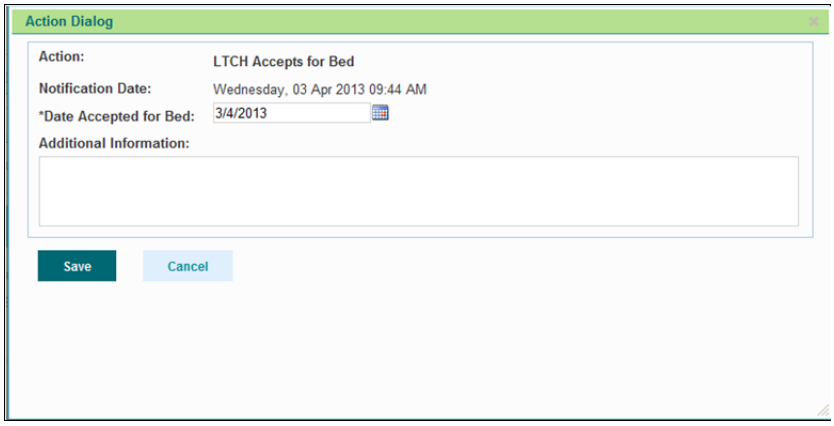
The action choices for you in response to the update are: Accept, Refuse or Request More Information.

3.2.1.4 Action: LTCH Accepts for Bed *(available for LS only)*

When the CCAC has matched a client to a bed, a notification goes to your LTHC. Your LTCH determines that you are still able to provide the necessary bed/care for a client and that the client is suitable for the vacant bed. At this point select 'LTCH Accepts for Bed' from the action drop down.



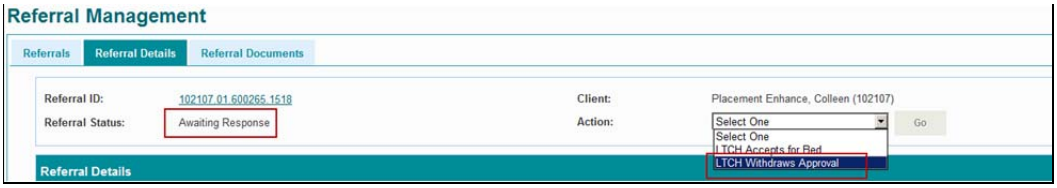
When this is selected, an Action Dialog will display:



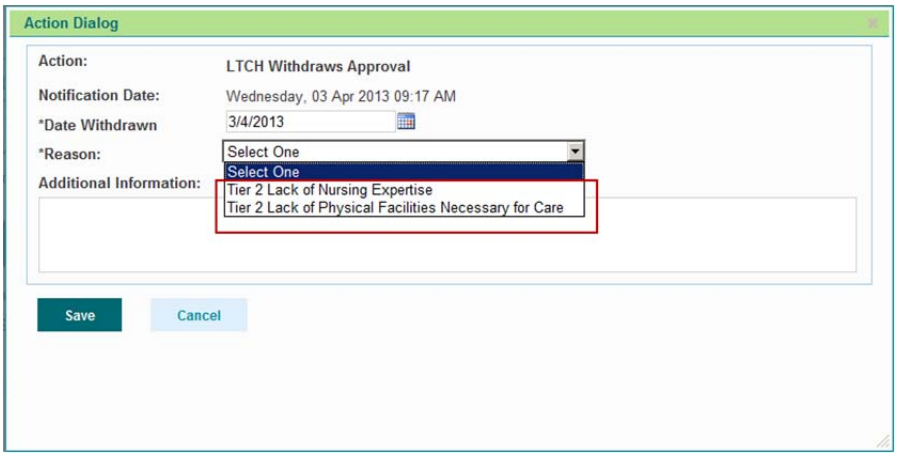
- *Notification Date* is set to the system date and time.
- *Date Accepted for Bed* defaults to the current date and time; this is editable.
- *Additional Information* field is optional and can be used to record a short note to the CCAC regarding the acceptance of the client for the specific bed vacancy.

Once you take this action, the CCAC will contact the client to offer the bed to the client. The Referral Status is changed to "Waitlisted".

3.2.1.5 Action: LTCH Withdraws Approval *(available for LS, SSI & SSCC)*



If the LTCH withdraws the approval, the Action Dialog will pop up and a reason is required for the withdrawal. The two options are:



When a Tier 2 reason is selected, the referral automatically becomes 'Closed'.

3.2.2 Waitlisted Status

The referral status will remain in 'Waitlisted' status after the Referral has been accepted and prior to the client being considered for a bed.

Once the client has accepted the bed offer, your LTCH will be notified and the Referral Status becomes 'Waitlisted" again.

Notification Log

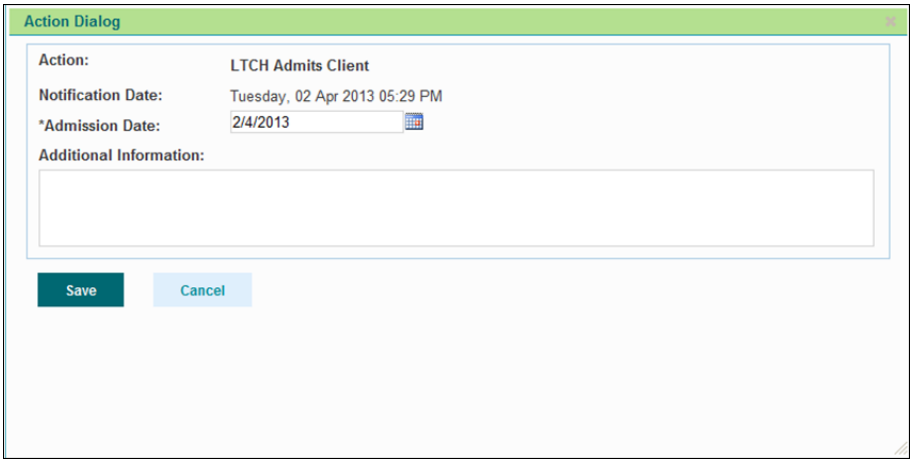
Date/Time Sent	From	To	Action (Status)	Notes
02-Apr-2013 05:23 PM	poirier, colleen	Villa Marconi	CCAC – Client Accepts Bed Offer (Waitlisted)	
02-Apr-2013 05:22 PM	LTCH, CHAM	Champlain Community Care Access Centre	LTCH Accepts for Bed (Waitlisted)	
12-Mar-2013 11:28 AM	poirier, colleen	Villa Marconi	Considered for Bed (Awaiting Response)	
12-Mar-2013 11:27 AM	poirier, colleen (on behalf of organization)	Villa Marconi	LTCH Accepts Referral (Waitlisted)	

The next step is for your LTCH to arrange the admission of the client to the LTCH bed.

3.2.2.1 Action: LTCH Admits Client (available for LS, SSI & SSCC)

When the client arrives at your LTCH and is admitted to the unit, select 'LTCH Admits Client' option in the Action drop down menu.

When this is selected, an Action Dialog will display:



- *Notification Date* is automatically set to the system date and time.
- *Admission Date* is mandatory and the calendar tool will already be open when the Action Dialog is opened. Admission Date is defined as the actual date on which the client was admitted to your LTCH.
- *Additional Information* field defaults with the information: 'Client has been admitted on <YYYY-MM-DD>'.

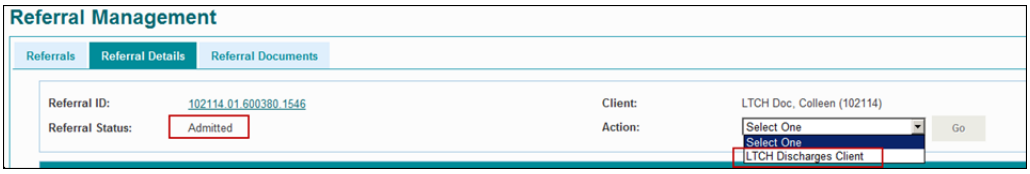
As a result of this action, the Referral Status changes to 'Closed' for a Long Stay Referral Type.

If the referral is SSI or SSCC, the Referral Status will change to 'Admitted' until your LTCH discharges the client and selects 'LTCH Discharges Client'.

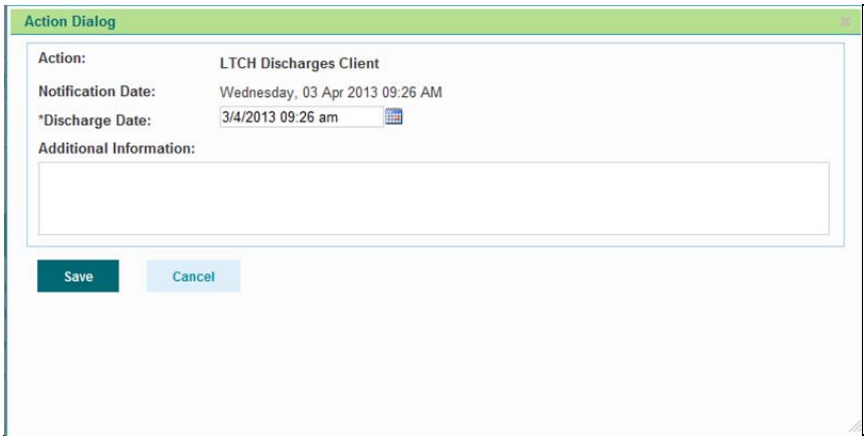
3.2.3 Admitted Status

This status pertains only to the Short Stay Interim and Short Stay Convalescent Care referrals.

Once a client has been admitted and is receiving treatment/care in your LTCH bed, the Referral Status of the client remains 'Admitted' until the client is discharged from your LTCH.



When 'LTCH Discharges Client' is selected, an Action Dialog will display:



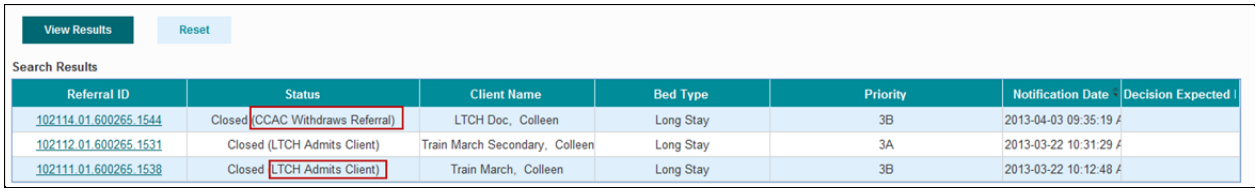
- *Notification Date* is automatically set to the system date and time.
- *Discharge Date* is mandatory and is defined as the actual date on which the client was discharged from the LTCH.
- *Additional Information* is optional and may contain information related to the discharge, which ends the LTCH Referral and changes the Referral Status to 'Closed' .

3.2.4 Closed Status

Closed Status occurs as a result of:

- Admitting a client to LTCH for LTC referral (Long Stay)
- Discharging a client from LTCH for SSI or SSCC Referral Type
- LTCH withdraws referral approval (Tier 2 reject)
- CCAC confirms Tier 1 refusal

In HPG, the Status on the Referral Search Results shows "Closed" along with the event that resulted in the "Closed" status beside it in brackets:



Closed Referral types eventually drop off the Search Results grid. The length of time that "Closed" referrals and the associated documents and assessments remain accessible to your LTCH in HPG is determined by each CCAC.

4. SAMPLES OF REFERRAL IN PDF

4.1 Long Term Placement Referral

Connecting you with care
Votre lien aux soins
CCAC Community Care Access Centre
CASC Centre d'accès aux soins communautaires

Champlain Community Care Access Centre
Referral for Long Term Placement

Organization:	Villa Marconi	**Referral ID:**	100762.01.600377.1466
Address:	1026 Baseline Rd Ottawa, Ontario K2C 0A6	**Referral Date/Time:**	01-Mar-2013 2:45 PM
Bed type:	Long Stay	**CCAC Team:**	North Team
Priority:	4B - Community/LTCH tfr to secondary choice	**Caseload:**	LewisVicki North - Vickie Lewis's North Caseload
		Care Coordinator:	Lewis , Vickie
Accomodation Type:	Basic		
Secure/Not Secure:	–		
Waitlist Date:	01-Mar-2013		
Notes:	New Referral -		

Client Information

Name:	Long Stay, Colleen (100762)	**Phone Number:**	(564) 567-4567
HCN:	–	**Home Address:**	3456 Blue Street Toronto, Ontario
Date of Birth:	09-Sep-1939	**Present location:**	Leisure world Caregiving Centre - Cheltenham 5935 Bathurst St North York, Ontario M2R 1Y8
Gender:	Female		
Preferred Language:	–		
Marital Status:	–		

Health Profile

Infection Status:	Unknown	**Capacity for Placement:**	Incapable
RAI HC Date:	– –		

Contacts

Personal Contacts:

Name	Relationship/Role/Legal	Phone	Contact Restriction Details	Additional Information

Medical Contacts:

Name	Specialty	Phone	Contact Restriction Details	Comments

4.2 Short Stay Convalescent Care Referral

Connecting you with care
Votre lien aux soins
CCAC Community Care Access Centre
CASC Centre d'accès aux soins communautaires

Champlain Community Care Access Centre
Referral for Short Stay Convalescent Care

Organization:	Community Application - The Perley and Rideau Veterans' Health Centre	**Referral ID:**	102114.01.600380.1552
Address:	1750 Russell Rd Ottawa, Ontario K1G 5Z6	**Referral Date/Time:**	03-Apr-2013 9:59 AM
Bed type:	Short Stay Convalescent Care	**CCAC Team:**	North Team
Accomodation Type:		**Caseload:**	Poirier north
Waitlist Date:	03-Apr-2013	**Care Coordinator:**	—
Notes:	New Referral -		

Client Information

Name:	LTCH Doc, Colleen (102114)	**Phone Number:**	(454) 545-4545
HCN:	–	**Home Address:**	130 Bloor St W Toronto, Ontario M5S 1N5
Date of Birth:	05-May-1935	**Present location:**	Community Application - The Perley and Rideau Veterans' Health Centre 1750 Russell Rd Ottawa, Ontario K1G 5Z6
Gender:	Female		
Preferred Language:	–		
Marital Status:	–		

Health Profile

Infection Status:	Unknown	**Capacity for Placement:**	Unknown
RAI HC Date:	— –		

Contacts

Personal Contacts:

Name	Relationship/Role/Legal	Phone	Contact Restriction Details	Additional Information

Medical Contacts:

Name	Specialty	Phone	Contact Restriction Details	Comments