



# Family-Managed Home Care New Ontario Health atHome Contract

Information Session

## We are Ontario Health atHome

We are ready to serve every person in Ontario. We partner with patients, caregivers, primary care providers, hospitals, long-term care and retirement homes, service providers and Ontario Health Teams, to deliver responsive, accessible, integrated, patient-centred care.



**Ontario  
Health atHome**

# Transition to a new contract

- Under legislation called the Convenient Care at Home Act, 2023, our organization's name changed to Ontario Health atHome on June 28, 2024.
- As a part of this transition, you will be issued an Ontario Health atHome Family-Managed Home Care contract.
- Over the coming months, you will be contacted when it is time to transition to the new Ontario Health atHome contract.



# Similar patient experience, no matter where you live in the province



We've standardized internal processes for a consistent patient experience



Implemented one provincial funding model



Enhanced support for Family-Managed Home Care across the province

# Benefits of the new Ontario Health atHome Contract



**Every patient on Family-Managed Home Care has a contract with Ontario Health atHome that outlines key details like the patient care plan, monthly reporting requirements and financial details.**

- The new contract features pre-flowed funding on the first day of each month
- Patients no longer need to pay out-of-pocket for home care services
- Required to submit monthly reporting documents

## Monthly reporting requirements on the new Ontario Health atHome contract

The following link will contain information regarding the monthly reporting requirements. If you are unable to open this link and watch the video, this information will also be shared with you throughout your transition.

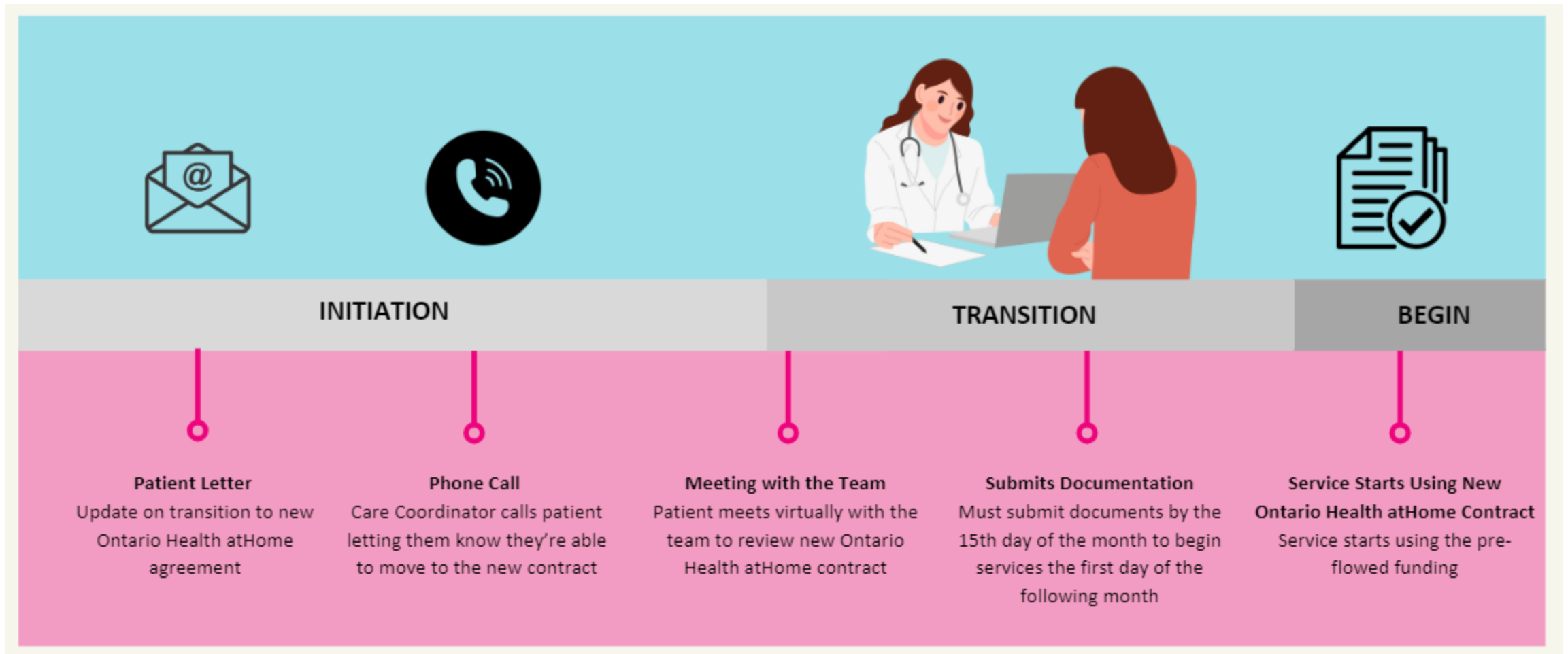
<https://youtu.be/nB9TzrKhvps>



# How will I transition to the new contract?

- Over the coming months, your care coordinator will contact you when it is time to transfer you to the new Ontario Health atHome contract
- Similar to when you first joined the program, you will meet with the team to review the contract and sign.
- At this time you will be set-up with an account to your new secure, online portal Sync.com, where you will upload your monthly report, invoices and all receipts.

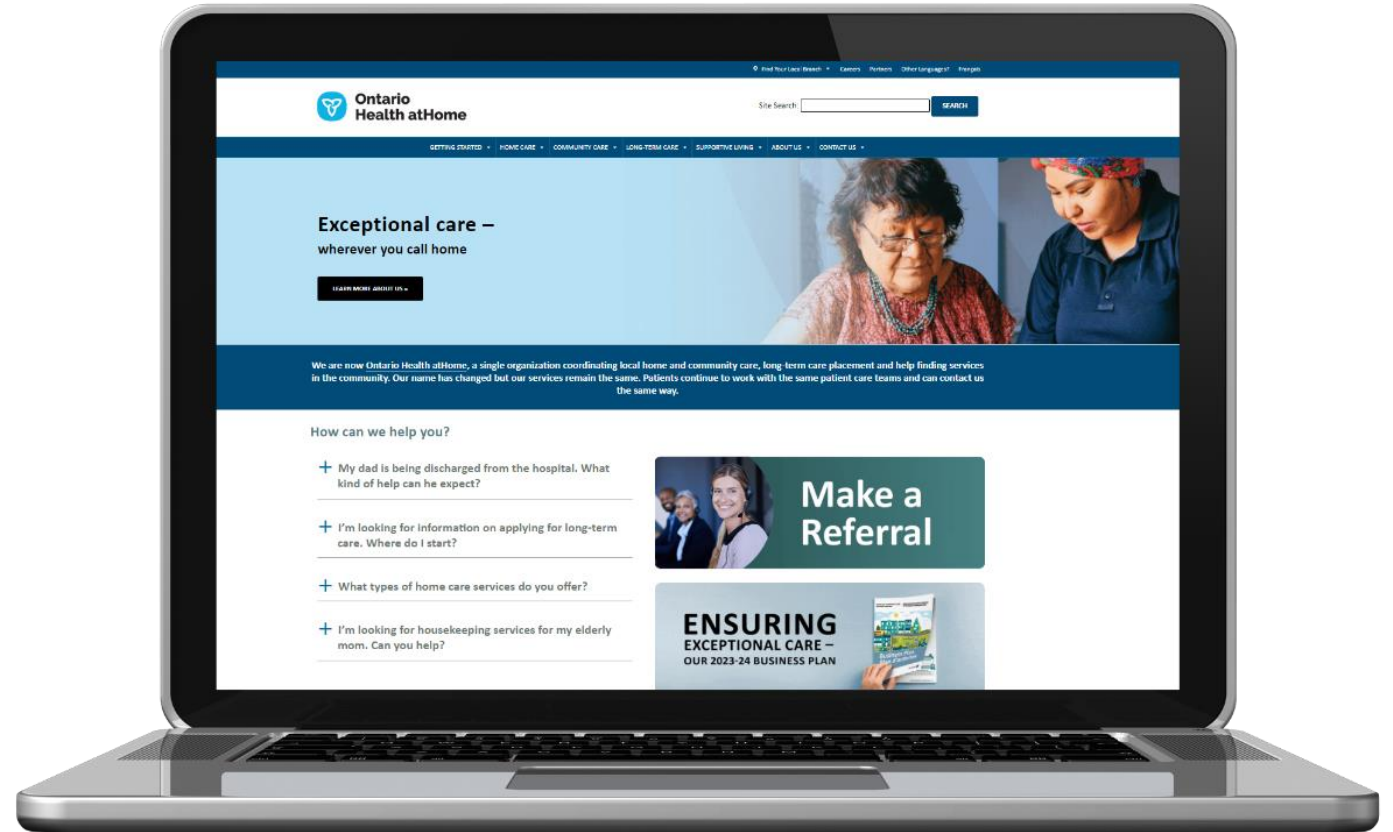
# Transferring to the new Ontario Health atHome contract





# We're here to help

Connect with your care coordinator if you have any questions.





## MISSION

Helping everyone to be healthier at home through connected, accessible, patient-centred care.

## VISION

Exceptional care – wherever you call home.

## VALUES

Collaboration. Respect.  
Integrity. Excellence.

[ontariohealthathome.ca](https://ontariohealthathome.ca)

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