

## Contract Stream Implementation for Medical Equipment

### Frequently Asked Questions for Health System Partners

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**1) When is the change happening and why?**

New medical equipment contracts go live on March 18, 2025, as previous contracts are expiring.

**2) Will there be changes to the type of available medical equipment?**

Yes, there are changes in some areas; however, equipment necessary to support the services provided by Ontario Health atHome continues to be available.

**3) Will the quality of medical equipment provided to patients be affected?**

Ontario Health atHome has worked in consultation with clinicians and partners to ensure that the quality of all medical equipment provided to patients meets or exceeds industry standards.

**4) Will the ordering process be different?**

Orders will be completed by the most responsible allied health professional, nurse or Ontario Health atHome Care Coordinator. This will mean a change for some geographical areas. Ongoing education and information sharing with all providers will

ensure an understanding of changes and readiness to implement.

If care team members have patient care questions or recommendations, including those about equipment, please contact the patient's Care Coordinator for assistance.

**5) What are the turnaround times for patients receiving their medical equipment?**

All equipment deliveries are individually scheduled based on patient need, location and availability to receive the equipment delivery and/or be present for the equipment's installation.

**6) Will equipment rental policies be the same across the province?**

Yes, equipment rental policies will apply consistently across the province. Patients can expect equitable access to the same types of medical equipment they need to support their care, regardless of where they live in Ontario.

The typical rental period will be 30 days. Exceptions are made for certain situations (for example, patients at end-of-life).

Whenever care team members have questions or recommendations about care, please contact the patient's Care Coordinator.

**7) Can I order medical equipment that is not on the formulary?**

Only products included in the formulary will be stocked and available for ordering.

If a patient has a clinical need for equipment not in the formulary, there is an Exceptional Item process for health professionals to request patient-specific equipment. In these cases, please work with the patient's Ontario Health atHome Care Coordinator.

**8) When an Exceptional Item request is approved, will that item get added to the formulary? If not, what is the process for adding items to the formulary?**

Approved Exceptional Item requests will not automatically result in changes to the formulary; however, Ontario Health atHome will monitor approved Exceptional Item requests. When there are recurring requests for the same item, it may be added to the formulary.

**9) How can I support patients with these changes?**

Ontario Health atHome will work with individual patients and their clinicians to ensure they receive the care and equipment they need.

Please encourage patients to speak with their Care Coordinator about any care-related questions or concerns.

**10) Who should I contact for more information?**

If you are looking for more information about medical equipment or other contract stream implementations, please email [MESModernization@ontariohealthathome.ca](mailto:MESModernization@ontariohealthathome.ca).

For any care-related questions or concerns, please contact the patient's Ontario Health atHome Care Coordinator or call 310-2222 to contact one of our team members.