**PPNO List Serv Query Summary Template**

Pelletier Melissa Royal Victoria Regional Health Centre pelletierm@rvh.on.ca Last name First name Institution Information email

Contact for further information:

July 10, 2020

Date of Summary:

How do organizations deal with helping patients obtain OHIP coverage when they don’t have proper ID or family to assist?

Abbreviated Question (as it will appear on search results page)

Policy/Procedure  Practice  Program Info  Committee Structure info  Role  Students

Model/Structure  Care Delivery  Collaboration  Regulation/Legislation  Pt. Safety

Quality/Outcome/Indicator  PP Culture/Leadership  Other:

Keyword(s)

Check 1 or 2

Required

for website

archiving

Responses: Please cut and paste responses from emails into the table, save and send summary table to PPNO List Serv. Allow 3 weeks for responses to filter in before sending final version.

| Responder Info | Answer | Attachment(s)\* |
| --- | --- | --- |
| **Julie Pendleton**  Manager of Registration and Switchboard | Finance  **Grey Bruce Health Services** │ Meaford  T 519.538.1311 Ext 4295 | C 519-374-7252  [www.gbhs.on.ca](http://www.gbhs.on.ca/) | We typically do not help patients with obtaining health cards.  The only documentation or information we offer is the MOH health card information and then ask the patient to go to their nearest Service Ontario office to obtain a valid health card. |  |
| Sarah King, BSW, MSW, RSW  Social Worker  Markham Stouffville Hospital | *How do organizations deal with helping patients obtain OHIP coverage when they don’t have proper ID or family to assist?*   * *This depends on the reason why they might not have OHIP coverage, but for example if a pt. is homeless we may work with them to get them connected with an ID clinic – I don’t know of one in York Region but there are certainly many clinics in other regions (e.g. this one*<https://unisonhcs.org/service/id-clinic/> * *Sometimes if no family are involved we try to locate supportive friends/neighbours who may be willing to assist with this process if pt’s have a length admission* * *Sometimes we assist with Ontario forms that need completing if a pt. needs to replace a card but can’t visit the Service Ontario due to hospitalization (during non covid times)* * *Sometimes we assist with utilizing the online Ontario system for replacing of ID such as birth certificates so that then a OHIP card could be replaced*   *Who typically assists with this?*   * *The Social Worker’s would assist with this*   *Can you share your process and any supportive documents (policies etc.)?*   * I’m not aware of any formal process’ or policies in regards to this topic |  |
| Sarah Jorgensen RN, BA, BScN, MSc Clinical Educator – Critical Care Unit and Medical Cardiology (C5)Brant Community Healthcare System 200 Terrace Hill Street Brantford, ON N3R 1G9 Telephone: (519)751-5544 ext. 4275 Email: [sarah.jorgensen@bchsys.org](mailto:sarah.jorgensen@bchsys.org) | We do not have a policy or standard of care that supports this process. Our Social Workers provide assistance with this process.  There is a report that is generated in our Navigation Department of any admitted patients the day prior who have no valid OHCN in Meditech.  Mental Health support their own patients with this process and social work receives a referral for Health Card assistance (there is a procedure in Meditech for Health Card). |  |
| Susan Murphy RN BScN CPMHN( C )  Practice Specialist  Mental Health Program  Behavioral Supports Transition Unit  Quinte Health Care  265 Dundas St E.  Belleville, ON  Office: 613 969 7400 ext 2111  Email: [smurphy@qhc.on.ca](mailto:smurphy@qhc.on.ca)  Leah Bond RSSW  (613) 969-7400 ext 2458  265 Dundas St. East  Belleville, ON  K8N 5A9 | My understanding is that social work (SW) would get notification from our finance department and then SW would facilitate getting proper identification through Service Ontario. When there is no family to assist with this process, SW need’s  to get special permissions to work as an advocate for the patient. The physician needs to fill out a special form to do this. I am looping in Leah who is a social worker in our organization, as she may be able to assist us by offering more detail.  This is correct. The paperwork we provide to the physician is a medical exemption request to allow family or a POA to take the patient’s identification to Service Ontario on their behalf in order to update this information. We also provide the health card renewal paperwork to the patient and at times a letter that the patient signs to allow their family member to receive the transaction record from Service Ontario. Ultimately it is the patients responsibility to update the OHIP information. There is retro coverage for up to three months if the patient does not have someone to take the paperwork to Service Ontario on their behalf. We ask the patient to notify the finance department as soon as they have an updated version code. |  |
| Corinne Savignac, R.N., BScN,  Nurse Clinician General Internal Medicine  705-523-7100  Extension 3315  **Health Sciences North | Horizon Santé-Nord**  41 Ramsey Lake Road  Sudbury, Ontario P3E 5J1   E-mail: [csavignac@hsnsudbury.ca](mailto:csavignac@hsnsudbury.ca) | This has happened to us with inpatients and it was the Social Worker who assisted the patient. Outpatients is different , if a patient presents they are told that they have to go to Service Ont for their card or they will be billed. Mental Health may also have someone who assists patients as well. |  |
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