

Chapter:	Primary Care	Policy Number	PC0106
Policy title:	Eligibility for Primary Care Services		
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References:			
Policy references:	OHIP Coverage Policy # PC 0102 Mission and Scope of Operations Policy K0501		
Approved by:	Tara Groves-Taylor, Chief Executive Officer		

Eligibility for Primary Care Services

Policy

Community Healthcaring Kitchener-Waterloo (the Health Centre) provides Primary Health Services for eligible members of the community.

The Health Centre is committed to serving individuals who live within Kitchener-Waterloo and who do not have a family physician (provider). The Health Centre is dedicated to serving individuals who have found it difficult to find or keep a Provider, recognizing that many social determinants of health may be a causative factor or barrier for the individual to obtain Primary Care elsewhere.

The Health Centre will accept and ‘roster’ (register) a new client for ongoing provision and management of their primary care needs. The Health Centre may give priority to an individual whose health is affected by the many social determinants of health. The Health Centre may give priority to an individual who has been served by a CHC in another community and who has relocated to Kitchener.

The Health Centre will also roster clients from predetermined partner agencies.

Individuals who do not wish to become a roster client with the Health Centre may receive episodic medical care at our Outreach sites.

Eligibility is not affected by the client not having a valid OHIP card. (Refer to OHIP Coverage Policy # PC 0102)

Procedure

1. The Health Centre accepts and “rosters” new clients in keeping with the volume level that the Primary Care Team resources can support. There may be times when the Health Centre is closed for admissions.
2. Primary Care Administration staff may book a First Visit appointment with a primary care provider for Intake.
 - a. The primary care provider will provide a client orientation; Client rights and responsibilities explain principles of Privacy and obtain consents from the client.

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- b. The primary care provider will determine the provider that will be able to best meet the needs of the client.
 - c. The client will be able to book an appointment based on their needs.
- 3. The Health Centre reserves the right to decline the request to roster an eligible individual if their registration would:
 - a. Place Health Centre staff in an actual, perceived or potential conflict of interest (e.g. past relationship with the staff)
 - b. Place the Health Centre in actual, perceived or potential conflict of interest (e.g. someone who has taken legal action against the Centre)
 - c. Note: These situations will be made known to the Manager, Primary Care for investigation and follow up. The findings of this investigation will be reviewed with the Chief Executive Officer (CEO) who will determine the outcome.
- 4. Employees of the Health Centre are not eligible for Primary Health Services.
- 5. Requests to roster with the Health Centre from a Health Centre Volunteer will be reviewed with the Manager, Primary Care Services.
- 6. If a rostered client becomes a permanent employee with the Health Centre, that individual and their family will no longer be eligible. A reasonable transition period will be granted to allow them to secure another provider elsewhere. This transition shall not exceed 6 months.
- 7. If a rostered client relocates, they will be encouraged to find a provider in their new area. A grace time of up to six months will be offered to help support the transition to a new provider.
- 8. Interagency transfers are given a high priority in becoming rostered with the Health Centre. There is a reciprocal agreement with the 4 CHC within the Home and Community Care Support Services Waterloo Wellington.

This policy will be posted to the CHKW website.