

Kitchener Downtown Community Health Centre

Type of Policy:

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|---|--|
| <input type="checkbox"/> Administration (A) | <input type="checkbox"/> Client Services General (CG) |
| <input type="checkbox"/> Board of Directors (B) | <input type="checkbox"/> Client Services Programs (CP) |
| <input type="checkbox"/> Financial (F) | <input checked="" type="checkbox"/> PrimaryCare (PC) |
| <input type="checkbox"/> Human Resources (H) | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> Information Systems (I) | <input type="checkbox"/> Diabetes Education Program (DEP) |
| <input type="checkbox"/> KDCHC Governing Principles (K) | |
| <input type="checkbox"/> Occupational Health & Safety (S) | <input type="checkbox"/> Volunteers (V) |

Policy No: PC0106

Title: Eligibility for Primary Care Services

Policy

KDCHC provides Primary Health Services for eligible members of the community.

KDCHC is committed to serving individuals who live within the city of Kitchener and who do not have a family physician (provider). KDCHC is dedicated to serving individuals whom 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.

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

KDCHC will also roster clients from predetermined partner agencies.

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

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

Procedure

1. KDCHC accepts and “rosters” new clients in keeping with the volume level that the Primary Care Team resources can support. There may be times when KDCHC is closed for admissions.
2. Primary Health Administration may book a First Visit appointment with an RN for Intake.
 - i) The RN will provide a client orientation; Client rights and responsibilities explain principles of Privacy and obtain consents from the client.
 - ii) The RN will determine the provider that will be able to best meet the needs of the client.
 - iii) The client will be able to book an appointment based on their needs.

3. KDCHC reserves the right to decline the request to roster an eligible individual if their registration would:
 - i) Place KDCHC staff in an actual, perceived or potential conflict of interest (e.g. past relationship with the staff)
 - ii) Place KDCHC in actual, perceived or potential conflict of interest (e.g. someone who has taken legal action against the Centre)Note: These situations will be made known to the Director of Primary Care for investigation and follow up. The findings of this investigation will be reviewed with the Executive Director who will determine the outcome.
4. Employees of KDCHC are not eligible for Primary Health Services.
5. Requests to roster with KDCHC from a KDCHC Volunteer will be reviewed with the Director of Primary Care Services.
6. If a rostered client becomes a permanent employee with KDCHC, 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 KDCHC. There is a reciprocal agreement with the 4 CHC within the Waterloo Wellington LHIN.

Reference Document: Policy K0501 Mission and Scope of Operations

This policy will be posted to the KDCHC website.

Approved By: Eric Goldberg, Executive Director

Date: January 4, 2017
