Kitchener Downtown Community Health Centre

Type of Policy:

[ ] Administration (A)   [ ] Client Services General (CG)
[ ] Board of Directors (B)   [ ] Client Services Programs (CP)
[ ] Financial (F)   **[X] Primary Care (PC)**
[ ] Human Resources (H)   [ ] Acquired Brain Injury Program (ABI)
[ ] Information Systems (I)   [ ] Diabetes Education Program (DEP)
[ ] KDCHC Governing Principles (K)
[ ] Occupational Health & Safety (S)   [ ] Volunteers (V)

Policy No: PC0102

Title: OHIP Coverage

Policy

The Client's valid OHIP number will be recorded in their Electronic Health Record and will be provided to all external consultants and diagnostic facilities as needed.

If a client is uninsured KDCHC will provide services and may provide financial support to access external consultants

Procedures

1. Primary Health Administration staff will ask all clients to present their OHIP card at check in. Primary Health Administration Staff will document the OHIP number in the demographic section of the E.H.R. and will confirm that the OHIP card is valid (by checking the expiry date). At each client visit, the Staff will ensure that all the client information is accurate and current in the EHR. Primary Health Administration Staff will return the card to the client.

2. If the client has misplaced or lost their card, Primary Health Administration Staff will ask the client if they have applied/reapplied to replace their card.

3. If the client requires assistance to apply for or to replace their OHIP card, Primary Health Administration Staff will provide information about our ID Clinic, or assist the client in contacting the KDCHC Community Health Worker for support.

4. Primary Health Administration Staff will remind clients to bring their OHIP card to their next appointment.

This policy will be posted to the KDCHC website.

Approved By: Eric Goldberg, Executive Director   Date: January 4, 2017

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