ADP External Processes – A Checklist to Support Onboarding

This document is to help new staff and programs to ensure that they have completed all the necessary steps and set up external accounts with the various stakeholders for smooth transitions, referrals, intake, and partner communication. For questions or comment on this document, please contact CSS Shared Resources, Ontario East at info@accesscss.ca

ACCESS TO Health Partner Gateway

Health Partner Gateway (HPG) is a client portal between Ontario Health atHome and community service agencies to facilitate client referrals and information sharing. ADPs use this system to receive referrals from Ontario Health atHome as they manage the centralized wait list.

Getting started on HPG:

1) Complete and email the Ontario Health atHome Systems User Access Agreement (attached in Appendix A) to support.cham@ontariohealthathome.ca or contact **1.800.538.0520, extension 3000** to sign up for access to HPG. You can also request sign up for email notifications from HPG.

2) Once you have your account set up, it is recommended that you check the portal **daily** to see if there are new referrals to the program.

   Once you log into the account, open any new referrals and review the information provided to ensure that the referral is appropriate for the program.

   Recent assessments for the client (including the interRAI Home Care Assessment and the interRAI Contact Assessment) are available to review in HPG. A review of the assessment information, including the notes, with attention to mobility and appropriate fit for program is required. Based on this review, determine if the client is *accepted*, *accepted and waitlisted*, or *declined*.

   A client that is waitlisted will remain in HPG. Agencies are to also waitlist in their own database for reporting and tracking of wait times. This will help track which referrals came first, and identify which clients also require transportation to attend the program.

3) To reset your password, contact **1.800.538.0520 extension 3000.**

4) A HPG Reference Guide for Health Partners is available by visiting: **https://healthcareathome.ca/health-partner-gateway/** which contains different modules on HPG functionality.

Shared Service Operation (SSO) Support

SSO provides support in setting up your system (CIMS/Alyacare with training and ongoing help. They are contacted by email at: SSOTeam@ontariohealthathome.ca or by phone at **1-800-538-0520 extension 3000.**

Integrated Assessment Record IAR

The Integrated Assessment Record (IAR**)** platform is a provincial repository for clinical assessments from many different community health sectors. The IAR allows health care agencies to upload and view assessment information in a secure platform. **IAR Support Contact**: Please note that Ontario Health's Integrated Assessment Records (IAR) contact email address for all IAR General inquiries or IAR form submissions such as IAR User Access, IAR IP Address Maintenance, IAR User Authority and IAR Business Sustainment Roles requests can be submitted via email to: **IAR_Submissions@ontariohealth.ca**.
If you require any IAR Business
or Technical escalations **including remote access** to IAR please contact them via email **OH-DE-IAR-Program@ontariohealth.ca**.

Getting started with IAR:

1) A designated person within your agency will be the main contact for IAR, usually the Privacy Officer. This person will be able to request an account on your behalf. Please note that there are a limited number of users an agency can have to access the IAR.

2) Once an account is set up, go to https://iarnorth.ontariohealthapps.ca/ and log in. Accept the Terms of Use and use the person search feature to access and review recent assessments. A date of birth, name and Health Card number are the best identifiers to search with.

3) It is recommended that assessments completed by your agency should be uploaded to the IAR at least once a week. Sharing assessments and information with health care partners facilitates coordinated care across the system of services.

4) For re-assessments, be sure to check the IAR first to determine if another agency or Ontario Health atHome has completed a recent assessment that you can access.

CSS eReferral through Caredove platform

CSS eReferral through Caredove is an online platform to send and receive referrals for all Community Support Services across the region.

Getting started with Caredove:

1) A designated person in your agency will be the Organizational Administrator. Contact this person to set up your account. If you are not sure who the Organizational administrator is for your agency contact info@accesscss.ca

2) Once your account is created, you can log into the system at https://www.caredove.com/accesscss , or visit the www.accesscss.ca website under the "For Clinicians & HCPs" heading,

   Referrals **to your ADP** need to be re-directed to Ontario Health atHome. Since Ontario Health atHome coordinates access to ADPs, Caredove is not the vehicle to receive ADP referrals. They must come from Ontario Health atHome. You may send a referral request to Ontario Health atHome through Caredove by selecting: →Adult Day

Programs→Central Intake→Adult Day Program-Central Intake

3) The Caredove platform also allows the user to set up their availability calendar for predetermined intake appointment times for clients to select.

Program Listing and Information

An ADP Status Chart is available on the CCSN ADP Teams group. It summarizes each program and provides details on availability and waitlist. This form is to be updated monthly on CCSN Teams group. If you require any assistance to modify/update your information on this form monthly, please contact Chris Cobus ccobus@accesscss.ca To ease updating of information, Ontario Health atHome transfers any monthly updates from the CCSN ADP Teams site to the Champlain Healthline.

All ADP programs are also listed on the Champlain Healthline (https://www.champlainhealthline.ca/listservices.aspx?id=10347). To be sure that your program's information is up to date and accurate on your specific ADP program page or to create a new service listing/profile on the Champlain Healthline use the following online form: https://www.champlainhealthline.ca/submitService.aspx For questions regarding the Champlain Healthline contact: Nada.Hamade-C@ontariohealthathome.ca

Ontario Health atHome also carries lists of all ADP programs in their CHRIS database for the management of referrals, intake, and waitlist. It is important that the program information is accurate as this will help facilitate the most appropriate referrals. Any changes to your program's address, name, or closure are to be communicated to Ontario Health atHome to ensure that their information is updated in all of their different systems/documents. To review or make changes to your program information with Ontario Health atHome contact the program manager at 613-745-8124 or 1-800-538-0520 extension 5763 and our IT support at 3000 or by email at support.cham@ontariohealthathome.ca