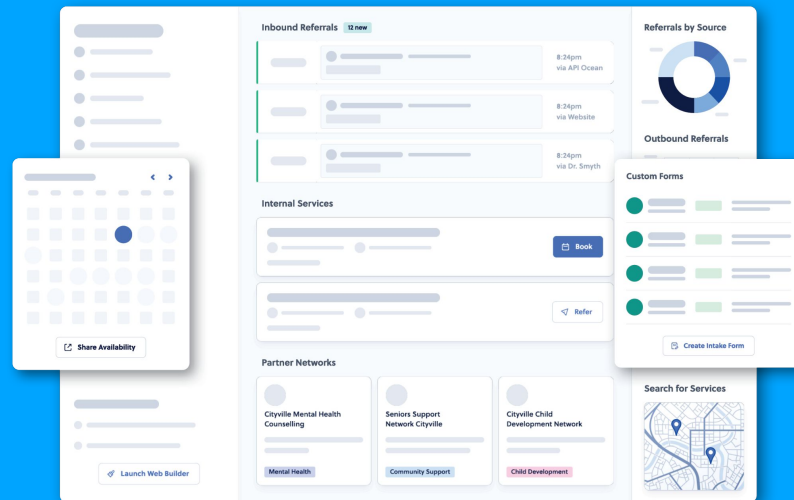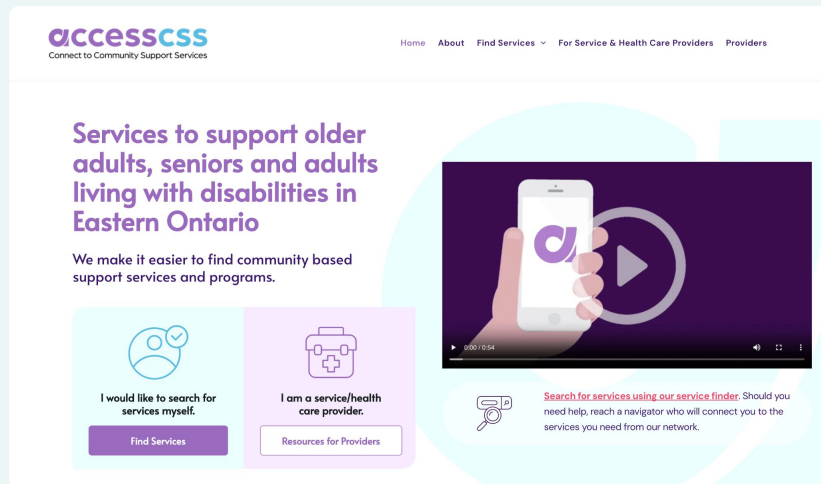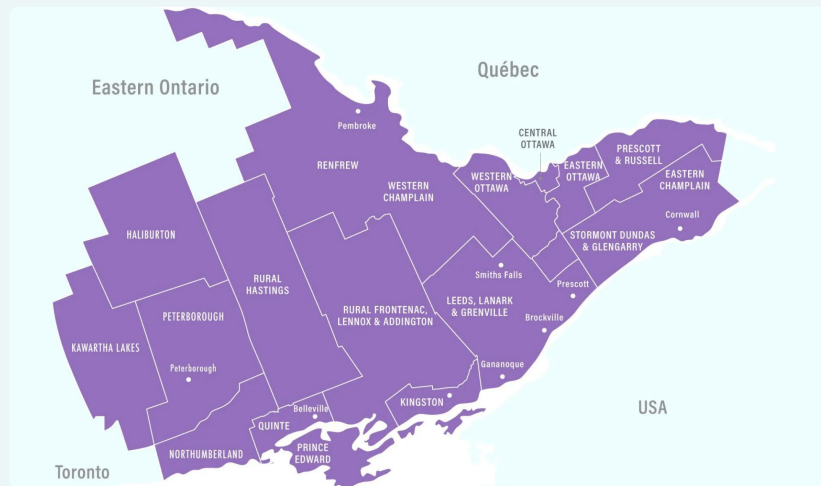# caredove

&

AccessCSS

Nov 14, 2024
AccessCSS Community Partners

What is AccessCSS

- Network of 50+ trusted CSS organizations

- Services promoted to:
  - Public
  - Hospital workers
  - Primary care
  - Community organizations

- Receive referrals from trusted sources

What is Caredove

10+
Years of experience beautifying access

1000+
Organizations using Caredove

50+
Thriving regional initiatives

500K/yr
Referrals received through Caredove

All in one access management solution

eReferral & service navigation solution focused on seniors, mental health and children's community services

- Improve service access across a region
- Reduce administrative tasks for staff
- Custom assessment & intake forms
- HL7 FHIR integrations
- PHIPA, PIPEDA & HIPAA secure

Send Referrals

Find Services

Enter a Home Address

🏠 100 Main St Ottawa, ON, CAN   ⊘ 🔍

advanced filters

← Back   🏠 Meals On Wheels ⊗

📍 Meals on Wheels - Ottawa
Meals on Wheels (formerly The King's Daughters Dinner Wagon)
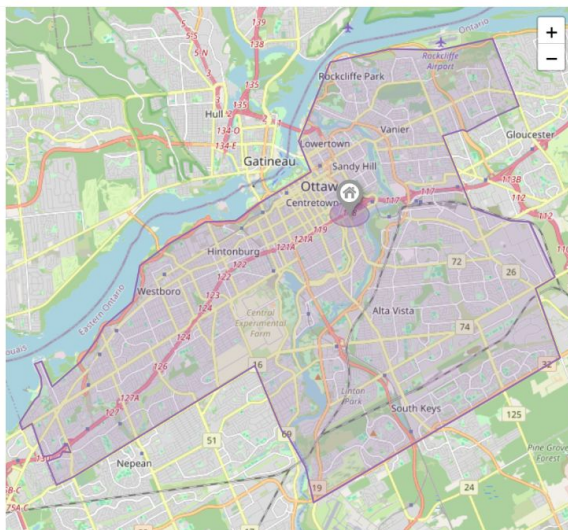Provided at Home
Service Area:
Meals on Wheels (formerly The King's Daughters Dinner Wagon)   ›

📍 Jewish Family Services of Ottawa
Meals on Wheels Kosher
Provided at Home
Service Area: Meals on Wheels Kosher   ›

1. Find the referrable service using the Access CSS search tool

Send Referrals

Find Services

Enter a Home Address

🏠 100 Main St Ottawa, ON, CAN

← Back   🏠 Meals On Wheels ✕

📍 Meals on Wheels - Ottawa
Meals on Wheels (formerly The King's Wagon)
Provided at Home
Service Area:
Meals on Wheels (formerly The King's D Wagon)

📍 Jewish Family Services of Ottawa
Meals on Wheels Kosher
Provided at Home
Service Area: Meals on Wheels Kosher

📍 **Meals on Wheels (formerly The King's Daughters Dinner Wagon)**   ✕
Provided By: Meals on Wheels - Ottawa

Meals on Wheels   Provided at Home

▶ Request Service   More Info

We deliver hot meals from Monday to Saturday and weekly frozen meals. Meals are delivered right to your door by trained and friendly volunteers from your community. Daily check-ins offer peace of mind for clients and loved ones. Some special diets an... more

📍 **Service Area:**
Meals on Wheels (formerly The King's Daughters Dinner Wagon)

📋 **Eligibility Criteria:**
- 18+ years
- Seniors and adults with any of the following. a chronic illness; disability; convalescing from surgery or illness; undergoing medical treatment.

😊 **Languages Available:**
English   French

💲 **Costs:**
Each hot meal costs $7.10 (Entree, soup, fruit or salad, dessert). Apetito frozen meals are $6.20 each. Apetito frozen soups, desserts and breakfast snacks are $2.80 each. Apetito offers a discount for packages of 7 Apetito entrees or 5 Apetito entrees and 5 soups or desserts for $41.15. TimeSaver frozen meals are $7.75 each. TimeSaver soups are $4.35 each. \\\\ Chaque repas chaud est 7,10$ (Repas principal, soupe, fruit ou salade et dessert). Les repas congelés Apetito sont 6,20$ chaque. Les soupes, les desserts et les collations Apetito sont 2,80$ l'unité. Apetito offre aussi une option d'économiser en commandant 7 repas ou 5 repas et 5 soupes ou desserts pour 41.15$. Les repas TimeSaver sont 7,75$ et les soupes
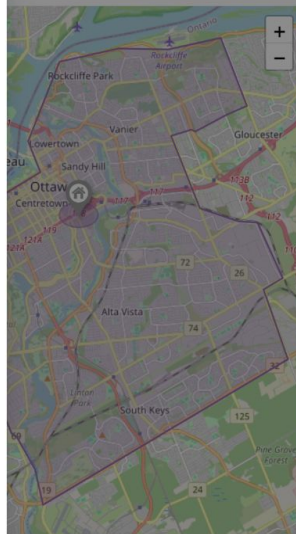
1. Find the referrable service using the Access CSS search tool

Send Referrals

Meals on Wheels (formerly The King's Daughters Dinner Wagon)
by Meals on Wheels - Ottawa

Book Now

Enter home address to determine eligibility

🏠 100 Main St Ottawa, ON, CAN

✓ Home address is eligible

Location	Provider	Duration
Phone call to registrant	All Providers ⌄	All Durations ⌄

Request without booking ＞

📅 **THU, NOV 14 - TODAY**

12:30 pm

Next Week

📅 **MON, NOV 18**

10:30 am   12:30 pm

📅 **TUE, NOV 19**

10:30 am   12:30 pm

📅 **WED, NOV 20**

10:30 am   12:30 pm
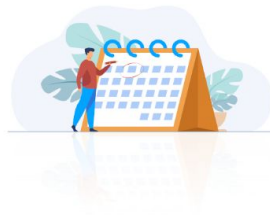
2. Request service by selecting an appointment time

Send Referrals

3. Fill out the referral form

Receive Referrals

4. Find the new referral in the referral inbox

Many Channels. One Inbox

Clinician Login

Your Website

Service Navigators

Reception

Ocean

chris
Client Health Related Information System
CHRIS

OHT Websites

+ more sources
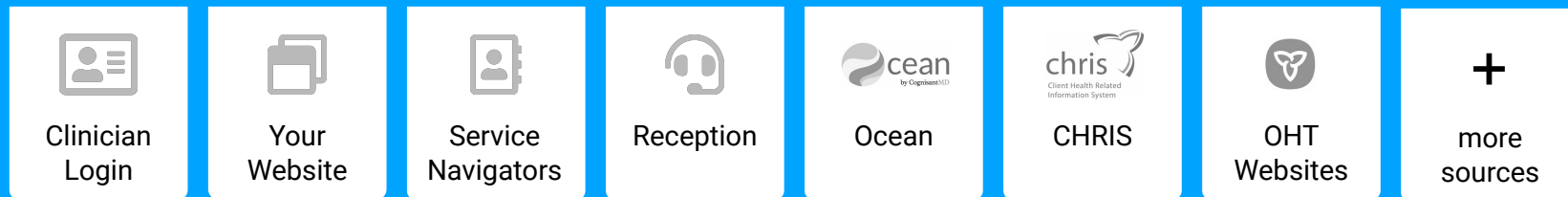
Your Caredove Service Listing

Update service details in one place, receive referrals from many.

DOVE
Community Support Services

caredove

Acme Health Services

🇨🇦 English

John Klausnitzer

Home
Calendar
Tasks
Requests
Services
Workshops

Reports
Search Sites
Web Builder
Networks
Clients

Agency referral inbox

	All (14)	Unread (2)	Invited (6)	Booked (12)	Non-Booked (2)	Closed (3)	Archived (3)	
Received ▾	Client	Service	From	Source	Appointment ▲	Status

Received	Client	Service	From	Source	Appointment	Status
1.5 hrs ago	L Andrews	Adult Brief Counselling	Public Sign Up	via website	Sept 8, 2020, 9:45 am	Booked
5 hrs ago	M Martin	Adult Brief Counselling	Tracy Kent, St. Joe's Hospital	via search site	Sept 8, 2020, 10:45 am	Booked
Sept 2, 2020	G House	Cognitive Behavioural...	Debbie Johnson, North East LHIN	via CHRIS	Sept 3, 2020, 1:15 pm	Closed - Admitted
Sept 2, 2020	J Freeman	Youth Day Treatment	Dr. Ronald Richards	via Ocean	Sept 3, 2020, 9:00 am	Closed - Ineligibile
Sept 1, 2020	E Davids	Psychotherapy Intake	Public Sign Up	via organic	Sept 4, 2020, 11:45 am	Closed - Admitted

Are you trusted?

Updated

Accurate Services

No outdated
directory listings.

= Take control

Referable

Easy & Secure

Eliminate fax and
reduce phone calls.

= Online in one place.

Communicative

Close the Loop

Update the status

= No mystery

Bookable

Intake/ First Step

Your intake team's
personal assistant

= no phone tag

Updated

Services

Listings with accurate cost, hours & service descriptions receive better quality referrals
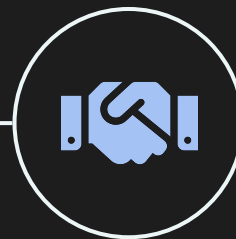
OWNERSHIP

Easily
self-manage
your listings

Promote across
systems

ACCURACY

Clear eligibility, cost & service features

Share statuses,
e.g., wait times

MANAGEMENT

Assign specific staff to update regularly

Change log history

Referable

Build Trust

The more referable your agency is, the more high quality referrals you'll get.

ONE INBOX

No more messy paperwork

Easily manage all inbound referrals in one place

REQUEST

Promote your services on your website for secure self-referrals

WORKFLOWS

Triage client priority with flags and statuses

Communicative

Close the Loop

Share referral outcomes securely.

Find gaps, seek investment.

NO MYSTERY

Let referrers know if you admitted, etc.

SECURE MESSAGING

Ask for additional information from referrer

SHARE DATA

Understand regional performance, wait times, etc.

Bookable

Intake Calls

10 booked referrals save up to 3 hours administrative time vs non booked

"LEAN" PROCESS

Share when YOU are available

Clients "pulled" into available times
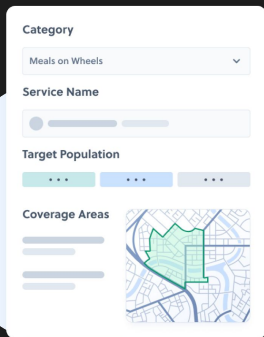
SAVE TIME

Clients expect your call

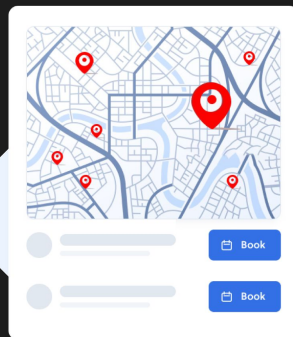Less phone tag

CLARITY

No confusion for clients/referrers
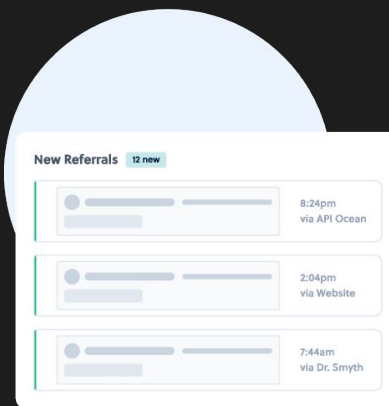
Less referral assignment hassle

Improve access to your community services

Build your service listing

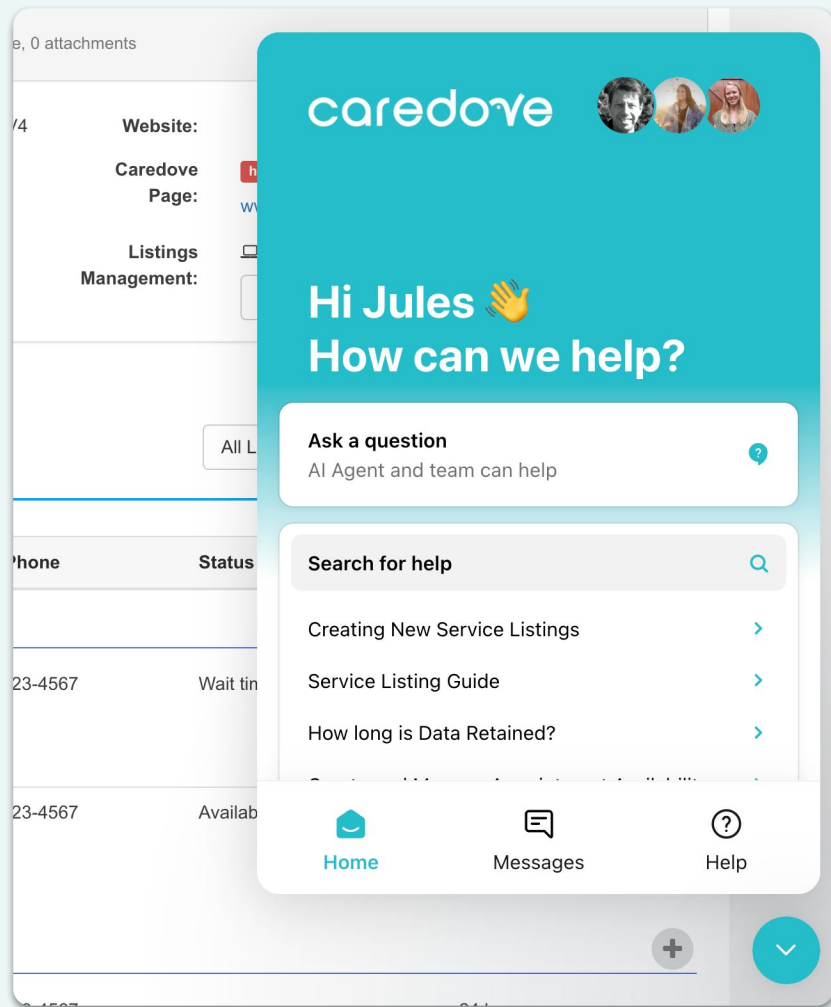

Promote your services

Improve client access

Existing Agencies

Caredove in-app chat support

- Browse tutorials
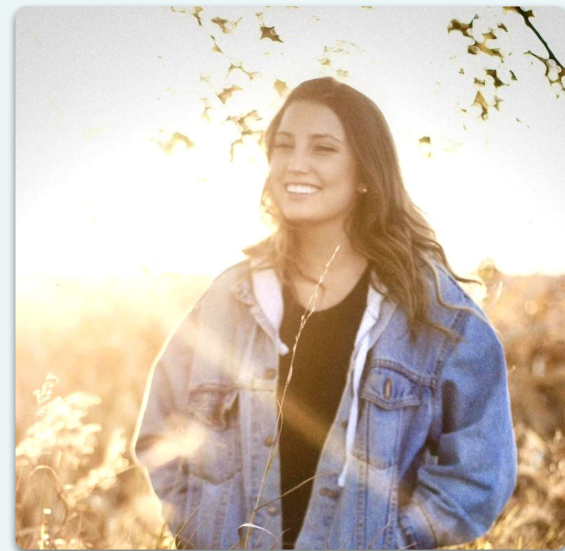- Speak with a Caredove team member
- Request training

New Agencies

Book your onboarding & training with Tessa!

✉ *tessa.smithmoore@caredove.com*

Thank you!