

 Community Therapy Services Inc. Policy		Number
		Supercedes
Title: Client not Home – WRHA Home Care		
Manual Agency		Effective Date
Section	Subsection	Approved By
Clinical Programs	Home Care	

Policy

The therapist shall notify the Home Care Case Coordinator immediately if alternate means of access are not successful when there is no response at the door for a scheduled home care visit.

The therapist shall notify the client's contact person(s) when the Case Coordinator is Therapy Only.

The therapist shall notify the contact person(s) and the client's Community Services Worker when the client is referred by the Manitoba Family Services and Housing –Community Living DisAbilities Program..

Therapists shall discuss clients who are habitual no-shows with the case coordinator and CTS management to determine a course of action.

Procedure

The therapist shall make at least 2 attempts within 5 minutes by alternate means to contact client if safe to do so –check if door locked, knock on windows, telephone client, check common areas and with home care direct service staff if the client resides in an apartment block, assisted/supported living facility. Allow the client enough time to access the door as their mobility may be slow.

The therapist shall telephone the contact(s) identified on referral in person and ask the contact to follow-up regarding the client not answering the door. Voice mail is not considered in person and a message should not be left for contacts of clients who have a Home Care Case Coordinator.

The therapist shall contact the Case Coordinator immediately when alternate means of access are not successful. If the case coordinator is not available, contact the Community Home Care office switchboard and indicate it is urgent and that you need to speak to someone in person. The case coordinator shall be contacted even when the contact person has been requested to follow-up.

The therapist shall contact the Provincial Health Contact Centre – After Hours Central Intake Program when alternate means of access are not successful if the missed appointment is between the hours of 16:30 and 8:30. As of June 1, 2009 the phone number is 788-8329 (Admin Line for Supervisor – Internal number only not to be shared with the public.)

The therapist may leave a voice mail for contacts of Therapy Only clients and for contacts and for Community Services Workers of Supported Living clients.

The therapist shall document “no response” to a scheduled visit and the notification of the case coordinator and/or the contact(s) in the CTS progress notes.

The therapist shall attempt to contact the client once more on the day of the missed appointment when the Case Coordinator is Therapy Only or when the client is referred by the Community Living DisAbilities Program. A voice mail may be left for the client.

Public Numbers that may be shared with clients/general public:

Central Intake	788 - 8330
WRHA After Hours	788 – 8331 (Home Care/Community Mental Health)
After Hours Palliative Care	788 - 8333

Reference:

WRHA - Home Care – Home Care Guideline – Client Not Home For Scheduled Visit – June 24, 2009

WRHA Memo from Holly Madden, Chief Administrative Officer, Community Health Services “Provincial Health Contact Centre (PHCC) After Hours Central Intake Program (AHCIP) Phone Numbers” – June 10, 2009