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Centre

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aux soins
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Waterloo Wellington CCAC

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May 17, 2012

Waterloo Wellington Integrated Hospice Palliative Care Referral and Intake Process

As the lead organization for system level integration in Hospice Palliative Care (HPC), WWCCAC has completed a review of the regional intake process for community HPC services.

A new referral form has been created that includes a HPC section for referring sources to complete when requesting community based HPC home care. Please find attached the new WWCCAC referral form (WW031), or [click here](#) to access it on the WWCCAC website.

The referral process between WWCCAC and the WW Community HPC Teams has been streamlined into one process using this common referral form. WWCCAC asks that former referral forms for WWCCAC and the WW Community HPC Teams be discarded and replaced with the new common referral form (May 2012 version).

As part of the new HPC referral and intake process, a Palliative Resource Nurse Case Manager (PRN CM) has been added to the WWCCAC Intake department to improve access and responsiveness for individuals requiring palliative care services. The PRN CM is available to assist those making a referral to HPC services at 1-888-883-3313 ext. 5171 weekdays 10 am – 6 pm. Regular intake staff will respond to inquiries during extended and after hours.

Should you have any questions or concerns, please contact me directly at 519-823-2550 ext. 2302 or via email at andrea.martin@ww.ccac-ont.ca.

We are confident this streamlined intake process will help improve access to HPC services in Waterloo Wellington.

Sincerely,

Andrea Martin
Waterloo Wellington Integrated Hospice Palliative Care Lead
WWCCAC