

## Home Care Summary details Frequently Asked Questions

### **Is the information in the Home Care Summary up to date?**

Home care plans can change quickly, and some items listed in the summary may be out of date so please contact the Case Coordinator.

### **The Home Care Summary includes a Last Updated Date and a Care Plan Updated Date. What do these dates represent?**

The Last Updated date represents the date that information was last submitted to eChart Manitoba which is a result of a change in the Care Plan or other information such as Panel Approved date. The Care Plan Updated date represents the date that the patient's care plan was last updated. Please note that the 'Care Plan Updated' date may not be updated in the situation where a service or activity is removed without another service being added. However, the 'Last Updated' date at the top of the Summary will be updated properly and the service or activity will be properly removed.

### **Will Home Care Summaries look the same for all regions?**

There will be some differences in the Home Care Summaries because of how regions use the home care system. Below are some examples of the differences that can occur:

- Naming convention of departments
- Category names and level of detail in services and activities
- Nursing activities will not show for Northern and Interlake regions
- Codes with numbers and letters may appear before the service and activity for WRHA, which is for internal use only and can be disregarded

### **Why is the Coordinating Site and/or Case Coordinator Phone Number field blank?**

In some cases, the Case Coordinator phone number and coordinating will be blank. For WRHA clients, please contact Central Intake at 204-788-8330 to determine the appropriate person to speak to about the client. For the other regions, please contact the local home care office.

### **Why does a patient have a home care summary when they are not receiving home care?**

A small number of people are registered in the home care system who are not receiving home care services and do not have Case Coordinator contact information in the summary. When you call the local home care office, they will be able to tell you that the client is not receiving home care services.

### **What are "Other" activities and services?**

Home Care Summaries may show "Other" activities when the Case Coordinator needs to enter a description of an activity that isn't listed in their pre-defined activity field (e.g. "encourage the patient to use wheelchair to get to meals").