

# HealthLinks

## Information for Primary Care Providers

Health Links is an approach that improves the quality of care and the health care experience for those who use the health system the most. Patients with multiple chronic conditions can have one coordinated care plan, and a care coordinator working with them to better coordinate their care.

### ● Target patient population

People living with 4 or more complex or chronic conditions who are frequent users of health services (e.g. emergency departments, hospital admissions)

#### Subgroups:

- Patients with mental health and addictions challenges
- Patients who are palliative
- Patients who are frail

#### Also consider:

- The patient's economic situation (e.g. low income, unemployment)
- The impact of the social determinants of health (e.g. challenges with housing, social isolation, language)
- Your clinical judgment

### ● The role of the primary care provider

**To enroll patients who are eligible and could benefit:** fill out and submit the Health Links Identification Form (available at [www.champlainhealthline.ca](http://www.champlainhealthline.ca) - Click on the Health Links button). A Care Coordinator will review the information and follow up with you shortly.

**As a key member of the patient's Care Team:** you will work together with the Care Coordinator, your patient, and other members of the Care Team to support your patient's Coordinated Care Plan and help them to reach their goals.

You will participate in your patients Care Conference (in person or remotely) and update other members of the Care Team on the patient's care and progress when necessary.

### ● Benefits for primary care providers

You'll have more support in caring for complex patients, with a designated lead care coordinator to help organize the patient's various services and supports.

You'll also gain a broader understanding of and better connections with local community services and agencies.

### ● Billing for Health Links activities

You can bill OHIP for many, but not all, activities related to Health Links. Refer to the most recent Schedule of Benefits.

### ● More information

Consult the Primary Care Provider Toolkit. If you do not have a copy, please contact the Champlain LHIN to request a copy by mail. You can also visit [www.champlainlhin.on.ca](http://www.champlainlhin.on.ca) and click on Health Links.