

## Patient Introduction to Health Links (script)

Coordinating health care can be difficult, especially when there are multiple care providers involved. Developing a Coordinated Care Plan (CCP) is one option that is available to patients and caregivers to ensure all care providers are up-to-date on what's happening with a person's health and to support them working together toward *your* goals.

If you are interested in developing a Coordinated Care Plan (CCP), you would work with *your* Care Team to develop a Coordinated Care Plan (CCP) based on *your health and wellness goals*. A Care Team may include any organizations or individuals involved in your care.

Your Coordinated Care Plan would include information such as:

- A list of organizations/individuals that support you, such as health and social service providers, and your family and friends (your Care Team)
- Important information about your health and every day activities
- Details about what is most important to you and the goals you would like to achieve
- A detailed plan that will support you in achieving your goals

Having this information in one Coordinated Care Plan will:

- Reduce the number of times you have to repeat your health history
- Keep your Care Team up-to-date about changes in your health
- Ensure that all of your Care Team are aware of what is most important to you and will work together to support you in achieving those goals
- Clearly state who the Care Team should contact with updates to ensure the Coordinated Care Plan is maintained

If you would like to start developing a Coordinated Care Plan we will need verbal consent.

(OBTAIN INFORMED VERBAL CONSENT)

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Other questions that may arise:

### **Why me? Who qualifies?**

Initially, we are looking to develop Coordinated Care Plans with people who (**choose:** *have a few health or wellness issues happening at the same time, find that they are needing to come to the hospital often, etc.*).

### **Is there a fee? How much will this cost?**

The development of the Coordinated Care Plan (CCP) is covered with your Ontario Health Card, so there is no fee to you.