



2.01 Admission and Waitlist Criteria

Policy Statement:

Hospice West Parry Sound (HWPS) strives to serve everyone living in West Parry Sound who is facing a life-threatening illness, their families/caregivers, and the bereaved.

HWPS follows the standards set by Hospice Palliative Care Ontario (HPCO) and has **two (2)** admission requirements to be eligible to receive our palliative services:

- Living with life threatening or terminal illness defined as **twelve (12)** months or less, and includes their families/caregivers, and bereaved individuals;
- Living within the geographic boundaries of the District of West Parry Sound

Purpose:

To provide timely access to programming and services for all those who are eligible.

Documentation:

N/A

Procedure:

Referrals can be made by anyone (i.e. physicians, family, home care staff); however, the referral source should make every effort to ensure that the individual being referred or their substitute decision maker (SDM) has previously consented to the referral and meets the eligibility criteria.

Referrals may be received by phone, fax, email (on HWPS's secured system) or in-person. All referrals for service will be responded to in a timely manner. HWPS's mandate is to accept and respond to all requests for service/referrals within **two (2)** business days (i.e. in person, voicemail) of request, whenever possible, and to attempt to complete the initial assessment within **2 weeks** of the referral and advises the service recipient of any waiting list for service(s) requested.

The Client Care Coordinator and/or Executive Director will determine eligibility. If upon assessment it is determined that client's needs cannot be met by HWPS, a timely referral to a more appropriate service/organization will be made with the consent and involvement of the client and family (when appropriate).

If an individual is deemed eligible, but service cannot be initiated in a timely manner, the client will be placed on a waiting list until the time that services become available. Priority of services delivered will be determined by the Executive Director and other members of the Interdisciplinary Team. Criteria for priority of service delivery is based on the individual's and caregiver's needs and applied to the existing waiting list. The individual will be notified of being placed on the waiting list.



No potential client will be rejected on the basis of the cause of their illness, their economic means, their social background, beliefs or other individual factors. HWPS will strive to be flexible in meeting client needs within the program mandate.

Board Approval Date: May 2003

REVISED: February 28, 2006; July 22, 2009; January 24, 2017