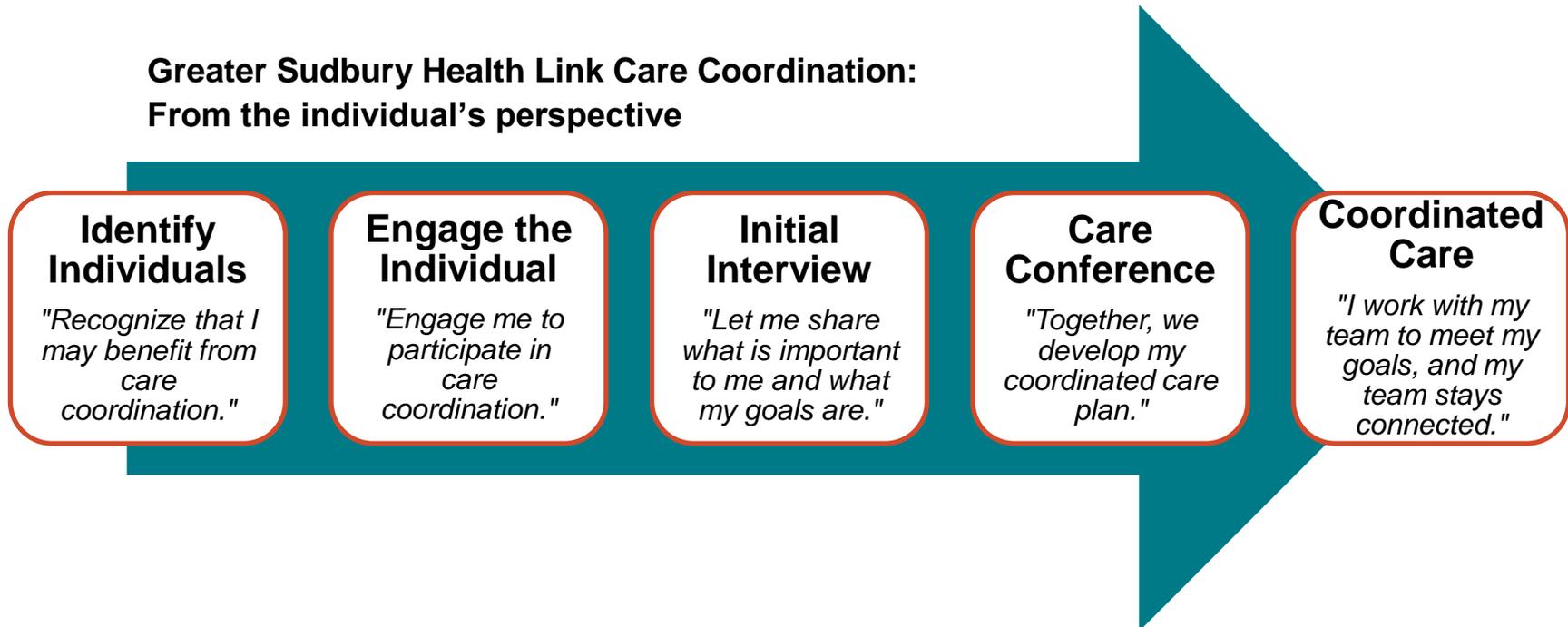


Invitation Script for Greater Sudbury Health Link

A guide for health and community service providers who have identified individuals who might benefit from participation in the Greater Sudbury Health Link

Greater Sudbury Health Link Care Coordination: From the individual's perspective



For more information contact:
Greater Sudbury Health Link

c/o Canadian Mental Health Association – Sudbury/Manitoulin, healthlinkinfo@cmha-sm.on.ca, 705.675.7252

Adapted with permission from the Central East Health Link and South and West Toronto Health Links

Updated: May 2017

<p>Benefits of Health Links coordinated care planning</p>	<ul style="list-style-type: none"> • There is one care plan, used by everyone who helps me in my care. Everything is in one document. • I know who to contact for what. • I won't have to repeat my story over and over to different care providers. • My history is accurate and it makes sense to me and my team. • Everyone is focused on my goals and what is important to me. • I have better access to the services I need, when I need them.
<p>Expectations associated with Health Links coordinated care planning</p>	<ul style="list-style-type: none"> • I will have to share my information with all of my care team members or make sure I clearly identify my preferences for who sees my information. • I will need to spend time connecting with the Greater Sudbury Health Link Navigator and my Lead Care Coordinator to review my care plan and make sure that it is up to date. • I will need to be clear about what I am able/willing to do to help meet my goals. If I am not able, my family or caregivers will need to be involved.

Provider script

Coordinating health care can be difficult, especially when there are multiple care providers involved. Developing a *Coordinated Care Plan (CCP)* with the Greater Sudbury Health Link is one option that is available to individuals and caregivers. It helps to keep all providers on the same page with the most current information about your health and goals. It also helps them to work together – knowing their specific role in your care.

If you are interested in developing a *Coordinated Care Plan (CCP)*, you would work with the *Greater Sudbury Health Link Navigator* and members of your care team to develop a *Coordinated Care Plan (CCP)* that is based on your health and wellness goals. A care team may include your doctor/primary care provider, specialists, therapists, community health and social service providers and other informal caregivers like family and friends.

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Your *Coordinated Care Plan* would include information such as:

- Your goals.
- A list of people that support you, such as health and social service providers, and your family and friends.
- Your health history.
- What medications you are taking.
- Your daily routines, and how you manage your everyday tasks.
- A plan outlining who will be helping with each of your goals.

Having this information in one *Coordinated Care Plan* will help you to:

- Not have to share your story every time you meet someone new, or your health changes.
- Keep your whole care team updated about changes in your life, or your health.
- Make sure that everyone is working together toward the same goals.
- Be sure that you know who is helping you with what goals, and who to best contact about those goal.

If you are interested in participating, we will complete a GSHL referral form which will then be sent to the Greater Sudbury Health Navigator. The *Greater Sudbury Health Link Navigator* will contact you and explain more about the GSHL. They will work with you to identify who should be part of your care team and begin completing your *Coordinated Care Plan*.

(OBTAIN INFORMED CONSENT, COMPLETE THE GSHL REFERRAL FORM, FAX TO GREATER SUDBURY HEALTH LINK NAVIGATOR AT: 705-675-7247)

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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.*). However, most people would benefit from having a *Coordinated Care Plan* (CCP), so eventually it may be an option to everyone.

Is there a fee? How much will this cost?

There is no fee involved with The Greater Sudbury Health Link.

Will I always be in the Greater Sudbury Health Link?

You can remain in the Greater Sudbury Health Link for as long as you and your care team members feel that you can benefit from coordinated care planning. You may choose to leave the GSHL at any time.

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