

## WORKING WITH ICHA | Reference Guide

### *Who do I speak with and how do I get in touch with an ICHA Executive?*

<b>Medical Director</b> Advocacy, clinical concerns and questions	Andrew Bond BondAn@smh.ca
<b>Director of Operations</b> Advocacy, operational concerns and questions	Shivaneer Nadarajah NadarajahShi@smh.ca
<b>Community and Clinical Services Coordinator</b> Site and SMH liaison, clinic supplies, OSCAR accounts and training	Alena Ravestein RavesteinA@smh.ca
<b>Community Nurse and PEACH Coordinator</b> PEACH programming and referrals	Sasha Hill HillSa@smh.ca
<b>Administrative Assistant</b> Laboratory results, referral follow-up, fax inbox and outbox	Shannon Hirsch HirschS@smh.ca
<b>Accountant</b> Hours submissions, payroll set-up	Cathy Yeung YeungCat@smh.ca
<b>Population Health Lead</b> OSCAR reports, data collection, research proposals	Priya Vasa VasaP@smh.ca
<b>Education Lead</b> Elective requests, education-specific administration	Deb Pink PinkDe@smh.ca
<b>Site-Specific Seaton House Lead</b> Seaton House liaison	Kirsten Dixon Kirsten.Dixon@camh.ca

### *How do I access the Electronic Medical Record (OSCAR)?*

<https://icha.oscargogo.com/oscar/index.jsp>

ICHA's EMR is cloud-based and can be accessed via the internet. It is an open-source EMR that was built by McMaster students using Mozilla Firefox. For optimal functionality and eFax capabilities, please ensure all pop-up blockers are **de**activated and you are using the latest version of Mozilla Firefox before proceeding. It is preferred and encouraged that our EMR be accessed using an encrypted device on a secure network during clinic hours only, as much as possible.

- To arrange additional training on OSCAR for either yourself or a clinic support staff, contact ICHA's Community and Clinical Services Coordinator.
- For technical support, call:
  - **ICHA: 416-591-4411** Monday to Friday form 9:00am to 5:00pm
  - **THT OSCAR services: 1-855-696-7227** afterhours support

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### *Does ICHA provide funds to cover diagnostic tests for those who do not have coverage?*

ICHA does have very limited funding available for clients who do not have pathways to coverage through OHIP/IFH. **Total funding for any given client is \$500.**

- All other possibilities for coverage and/or support must be investigated prior to accessing ICHA funds – CHCs, Student Insurance, Employee Benefits, Work Visas with Private Insurance etc. Those with eligible insurance will be excluded from this fund. **REMINDER:** check with agency staff regarding site-specific support options
  - The ordering physician must ensure that the need is urgent and no other coverage/support is available
  - Requests to cover additional costs exceeding this limit should be forwarded to an ICHA's Director of Operations and Community and Clinical Services Coordinator
  - **In the *Uninsured* section of eForms, print the letter *ICHA Uninsured Letter* and fax this to the specialist with your referral.**
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### *Does ICHA provide funds to help cover medication costs for clients?*

As mentioned above, ICHA physicians and their patients have access to a **limited** uninsured fund. Coverage for medications is included in the \$500 allotment. **If a client is receiving OW or ODB support, funds for medication are limited to \$100/annually.**

- The ordering physician must ensure that the patient does not currently receive ODB and has no other source of insurance for medication but is actively seeking eligible coverage. Please have a conversation with case management, when applicable.
- The lowest cost, generic option for the medication is to be ordered and dispensed.
- Funds should **not** be used to cover the cost of vitamins and other over-the-counter medications
- To have costs covered, ordering physicians should utilize one of the of the following four pharmacies with **"Please send invoice to ICHA"** written clearly on the Rx:

**Main Drug Mart @ 61 Queen St East; Tel: 416-367-3311**

**Moss Park Pharmacy @ 325 Queen St East; Tel: 416-361-5713**

**Shoppers Drug Mart @ 728 Yonge St; Tel: 416-920-0098**

**Bloor Park Pharmacy @ 728 Bloor St West; Tel: 416-531-2426**

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### *What are expectations around Shadow Billing?*

ICHA is able to recover funds to support uninsured clients, programming and clinical supplies through a shadow billing agreement with the Ministry of Health and Long-term Care. **Instructions for billing in OSCAR are outlined in the ICHA EMR Guide**

- Shadow bill for **all** encounters using OSCAR
- Agency staff should be aware of their responsibility assisting in the collection and verification of OHIP number for their clients seen by an ICHA physician. If you are unable to recover insurance information – contact ICHA's Community and Clinical Services Coordinator.

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### *What are expectations around Hours Submission and Payment?*

ICHA physicians are paid by the hour through our Alternate Payment Plan Agreement with the Ontario Ministry of Health and Long Term Care. It is ICHA's policy to pay physicians exclusively for work completed during clinic hours. Physicians are expected to complete all their clinical work and documentation within their allotted clinic time. Should that time not be sufficient for the site, hours should be reviewed with the Medical Director. In exceptional circumstances only, such as when someone needs to be taken to the hospital or certified, physicians may bill up to an additional hour of time.

All redeemable clinical hours are submitted through the ICHA's Hours website → <https://hours.icha-toronto.ca>

**Fixed bimonthly hours deadlines occur on the 15<sup>th</sup> and last day of every month. The deadline will require each ICHA physician to ensure that their hours are saved and up-to-date in their Doctor Sheets by both of these dates.** Payment is received on a monthly basis. Please refer to the *ICHA Hours How-To* and *Payroll Calendar* documents for more information.

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### *I am going to be away from my clinic. What should I do?*

As noted in your ICHA Service Agreement:

**Any absences will be reported to the agency in advance. Absences of more than two consecutive weeks will be communicated to the respective Lead with at least four weeks' notice. Permanently discontinuing care at a clinic requires a minimum of six weeks' notice to ICHA and the agency.**

ICHA's Community and Clinical Services Coordinator, Administrative Assistant and Medical Director will need to be notified. For an extended leave of absence, please notify the Medical Director well in advance so that covering arrangements within ICHA can be explored.

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### *My clinic does not have all of the equipment, administrative support or safety procedures in place. What should I do?*

Medical supplies are ordered through ICHA's Community and Clinical Services Coordinator. Requested items are either delivered directly to your site by our medical supplier or couriered from ICHA's administrative office. **Send an email to the Community and Clinical Services Coordinator to place a medical supply order.**

All of ICHA's partnering agencies sign a site agreement with ICHA that includes the provision of office supplies, IT needs and expectations around support for the clinic. If you are not receiving adequate support, please contact ICHA's Community and Clinical Services to facilitate a discussion with a site representative. **Refer to ICHA's Provisions Guideline for more information re: site expectations.**

If you have concerns regarding personal safety and your clinic space conditions, direct your concerns to ICHA's Community and Clinical Services Coordinator to arrange a site visit with ICHA's Medical Director and Director of Operations. **A site visit with ICHA Executives will be arranged if a physician has concerns regarding safety or conditions.**