ICHA | Inner City Health Associates

HEALTH LIAISON HANDBOOK

HANDBOOK
HANDBOOK
HANDBOOK
HANDBOOK

TABLE OF CONTENTS

01
Introduction and Origin Story

02
Host Agency Relationship and HHSF

03
List of Duties

04
Agent Relationship (Privacy)

05
Clinic Flow and Welcoming the Client

06
Creating an eChart and Updating a Master Record

07
Appointment Booking, Consent Collection and Harm Reduction

TABLE OF CONTENTS

08

Specimen Labelling/Pick Ups and Requisition Printing

09

Prescriptions, Uninsured Coverage, ICHA Nursing and Onboard Referrals

10

Supply Ordering, Sharps Collection, Document Destruction, Safety and Cleanliness

11

IT Requirements and Vaccine Fridge Maintenance

12

Coverage and CARE

TABLE OF CONTENTS

13
Health Promotion

14
FAQ, Troubleshooting, Policies,

Privacy Poster and Toolkit

Thank you for taking the initiative to become a health liaison at your site. This is a vital role that connects clients at your site to quality healthcare services provided by our ICHA clinicians. The health liaison role is multi-faceted and requires a great deal of organization and liaising between clients, site staff, ICHA clinicians, and the ICHA Operations Team. We are here to support you and have created this guide to assist you in your role.

ICHA ORIENTATION

What is ICHA?

ICHA provides transitional primary care, psychiatry, palliative care and population health service reaching people on the street and at shelter-based clinics, drop-in sites, encampments, COVID-19 isolation/recovery centres and preventative distancing hotels. ICHA works with shelter providers, community health and social support agencies, hospitals, the City of Toronto and regional health planners to bring integrated care and support to people who are homeless and precariously housed.

ICHA aims to set the standard of excellence in homeless health service delivery. ICHA is also an educator, advocate and health system innovator, dedicated to addressing deficits in the social determinants of health, to improving individual and population health, and to ending homelessness.

ICHA is funded by the Ontario Ministry of Health.

ICHA Operations is located at **145 Front Street East, Unit G1 Toronto, ON M5A 1E3** and reachable by **phone 416-591-4411** and **fax 416-640-2072.**

Origin Story

In 2005, a small group of physicians working with Toronto's homeless and precariously housed population came together and secured funding from the Ontario Ministry of Health to form Inner City Health Associates (ICHA). These family physicians, psychiatrists and other specialists saw the dire need for dedicated services and medical care for people experiencing homelessness. The high prevalence of physical and mental illness in this population is compounded by the barriers that many members of the homeless community face daily. Poor access to care and services. No Ontario Health Card. No means to travel to medical appointments. Painful past experiences with healthcare professionals.

Those factors often lead to health problems and crisis, followed by frequent emergency department visits and hospital admissions. To curb that cycle, ICHA brought primary care and mental health services to the community, setting up clinics in shelters, offering services at drop-in centres and joining mobile outreach teams. As the number of people experiencing chronic homelessness, precarious housing and ill health grew, ICHA expanded its membership and services, adding physicians and clinic locations in downtown Toronto, Etobicoke, North York and Scarborough.

In 2011, ICHA was incorporated and a Board of Directors established to set and guide the organization's strategic direction. The day-to-day operations are facilitated by the ICHA Executive. The ICHA Executive consists of the Medical Director and the Director of Operations. ICHA developed an Education program for medical students and residents, partnered on outreach programs and in 2014 added homeless palliative care to its services (Palliative Education and Care for the Homeless or PEACH). ICHA's Population Health Services was launched in October 2020 to add data-driven and community-level programming and dedicated public health capacity to ICHA's foundational clinical programs and services. ICHA also pursues and supports research on the social determinants of health and offers opportunities to share and increase knowledge and best practices about homeless healthcare.

While focused on providing access to direct care to people experiencing homelessness, the aim is to link clients to permanent services and support. ICHA works closely with community workers and case managers to address the wide-ranging needs of individual clients. To strengthen co-ordinated, integrated service delivery for the homeless population across the region, ICHA engages with community health and social agencies, civic leaders and public administrators.

Host Agency Relationship

Each host agency negotiates a Master Service Agreement (MSA) with ICHA that outlines the roles, responsibilities, and rights of both parties with respect to the data, services and health care services to be provided by ICHA. Key takeaways from the MSA in terms of agency responsibilities include:

- **Agency has custody and control of data it shares with ICHA, and is responsible for informing clients of the use of PI or PHI and informing in the event of a breach**
- **Agency is responsible for IT security on site**
- **Agency is responsible for providing Health Liaison(s) for the clinic**
- **Agency will comply with Occ Health and Safety Act and ICHA Cleaning Policies**
- **Agency will provide a clean, secure clinic room, internet, and ongoing supplies**

Our ICHA Clinic Partnership Guideline for Primary Care and Psychiatry linked here provides an overview of ICHA and the site's responsibilities regarding clinic operations. As a health liaison, part of your role is ensuring that the site's responsibilities are upheld, supporting the clinicians on site or virtually with clinic operations and assisting clients at your site with accessing care. Please ensure that you review this document as it outlines your main responsibilities during clinic operations.

Homeless Health Services Framework (HHSF)

In 2017, a Shelter Health Services Advisory Committee was established with membership from the Toronto Central Local Health Integration Network (TC LHIN), Central East LHIN (CE LHIN), City of Toronto, health service providers, and shelter operators. The Advisory Committee was formed to develop a coordinated approach to health services delivery for shelter clients to improve access to services, health equity, client experiences and system sustainability.

In 2021, a revised steering committee was established to reinvigorate the previous framework with a new lens for key priorities and incorporation of pandemic learning to support people who are experiencing homelessness. Key partnerships were identified to support the Steering Committee and Parkdale Queen West CHC, followed later by Inner City Health Associates supported the City and Ontario Health with shared leadership of this work.

Objectives of the Framework:

1. Ensure people who are experiencing homelessness have a connection to the health services they need within the three streams (Harm Reduction, Primary Care and Mental Health Case Management);
2. Leverage existing resources to connect homelessness service providers to health service providers within the three streams where needed;
3. Identify gaps in services, resources, and partnerships; and
4. Provide an implementation plan, building off pandemic learning, that considers sustainability and articulates the resources required for operationalization.

The Framework also recognizes the unique interaction between these supports and the planned integration with associated Ontario Health Teams recognizing that there is overlap between the strategies being implemented by OHTs and this framework. OHTs will continue to play an essential role in providing health supports for clients that become housed.

Access the HHSF Mapping Tool here.

HEALTH LIAISON ROLE

List of Duties

The health liaison supports ICHA operations by being on-site and at clinic during ICHA clinic hours and managing ICHA clinic operations on the ground. Duties include but are not limited to:

- Identifying eligible shelter residents or program participants
- Appointment booking/schedule management including virtual appointment set-up if applicable
- Organizing appointment accompaniment as needed
- Creating patient charts
- Updating master records
- Notifying patients of upcoming specialist appointments
- Uploading documents (correct labelling)
- Printing patient copy, letters and lab labels at the request of ICHA clinicians or staff
- Receiving and storing clinic supplies
- Privacy poster
- Faxing through the EMR

- Ensuring clinic IT infrastructure (printer, telephone, label maker, desktop/ laptop) is functional by communicating IT-related issues as they come up and working with on-site IT to fix
- Redirecting access/ROI requests to ICHA Operations (with the exception of Inner City Family Health Team)
- Redirecting prescription/pharmacy inquiries to ICHA Operations (with the exception of Inner City Family Health Team)
- Lab requisitions - making sure clients do not go to 145 Front Street East, Unit G1
- Completing intake forms with new patients (if applicable)
- Health promotion, liaising with Health Ambassadors (if applicable)
- Ensuring laptops and confidential documents are secured in locked cabinet*
- IPAC compliance*
- Vaccine and specimen fridge maintenance (if applicable)*
- Arranging courier, sharps and secure shredding pick-ups*

*Generally completed by dedicated program manager and/or department

Agent Relationship (Privacy)

ICHA's Partner Privacy Policies linked here detail the rights and responsibilities of ICHA as a Health Care Custodian (HIC) in Ontario as well as the rights and responsibilities of your organization as a partner agency. Please take the time to familiarize yourself with these policies as they inform ethics and standards of care at ICHA.

If you believe ICHA patient information has been lost, stolen or accessed through a privacy breach, you must complete the Privacy Breach Notification form linked here. This includes but is not limited to:

- A fax is misdirected
- An unencrypted laptop or mobile device with health information saved on the hard drive is stolen
- A courier package is not delivered to the correct address
- A USB key is lost
- A patient reads another patient's health record on a computer while waiting in a clinic room
- A test result is filed in the wrong health record
- Someone talks about an ICHA patient with someone who is not a part of the circle of care
- A laptop used for an ICHA clinic is also used for a workshop at the shelter, and a participant opens documents from the desktop which contain personal health information of other clients at the Shelter.
- Health records are disposed of as recycling after being faxed to ICHA and are not cross-cut shredded
- Health information is given to the media without consent

Clinic Flow Management

Health liaisons are responsible for appointment booking, appointment logistics, clinic timing and patient flow on clinic days. The health liaison needs to understand how clients access ICHA's clinical services onsite. It is the health liaison's job to address the onsite requirements for effective patient care and/or communicate these requirements to onsite management and ICHA Operations for actioning as required.

EXAMPLE DAY

Welcoming the Client

To welcome a new client, please ensure that you complete the following steps*:

1. **If your site has an intake form, fill it out with the client. Once eChart has been located or created, you can also use Intake Information in "Forms" in which will auto-populate patient's answers into the eChart.**
2. **Confirm that the client:**
    a. **Is homeless or precariously housed**
    b. **Does NOT have an existing primary care provider i.e., family physician or nurse practitioner in community****
3. **Create an electronic medical chart on OSCAR Pro if one does not already exist, using an intake form and/or script attached to ensure patient demographic details are fully documented in the patient's Master Record.**
4. **Book an appointment in the OSCAR Pro scheduler. Write the appointment date/time for the client.*****

***If interpretation services are required, please clarify the availability of translation services through your agency. If not available through your agency, please contact ICHA Operations for additional support.**

****If the patient already has a primary care provider, please assist in booking them for an appointment with their existing doctor/nurse practitioner and liaise with their worker or connect them with support programs for advocacy if needed (if consent provided). If the client is housed even semi-permanently, a referral to the Community Health Centre (CHC) in his or her catchment area is recommended. Please see Community Health Centre Referral Process Guide linked here for additional details.**

*****Do not book patient appointments outside of ICHA clinic hours. Phone appointments outside of clinic hours are booked at the discretion of the doctor only.**

Creating an eChart

Please see page four of the ICHA OSCAR Pro Guide for Health Liaisons linked here for step-by-step instructions with visuals on how to create a patient eChart in ICHA's Electronic Medical Record (EMR), OSCAR Pro.

Updating the Master Record

At every appointment, it is important to verify patient demographic information and update the master record so that appointment notifications and follow up reach the patient in a timely manner. Below is a sample script for updating patient demographics in ICHA's Electronic Medical Record. Visual guide here.

1. ***Has your legal or preferred name changed since your last appointment?***

2. ***What is your current phone number? Are you okay with voicemails being left in your voicemail box? If you don't have a phone, is there a case manager, shelter or other support person we can use to contact you?***

3. ***Can we speak with a relative or share information with a case manager about your care at ICHA?*** **If so, please document case manager, relative and/or support person's contact information in "Other Contacts:" by clicking "Manage Contacts". A new window will pop up. Click "Add", input relevant info including, importantly, the presence or absence of consent to contact, and "Save".**

4. ***In case of emergency, who can we contact?***

5. ***What is your current email address?*** **If patient consents to email communication re: their health care at ICHA, please have them sign and complete ICHA's Consent for Electronic Communication (available here) and upload it to the patient's eChart.**

6. ***What is your current address?***

7. **For OHIP:** ***Do we have a version valid code for your health card number?*** **Click "Validate HC" in master record to assess validity of health card number. If necessary, contact ICHA Operations to support with obtaining a valid version code. Ensure updated version code is added to master record.**

8. **For IFH:** ***Do you know your UCI number? Do you have a copy of your Certificate of Eligibility or Refugee Claimant Document with you?*** **Edit master record to include patient's UCI number under "Health Insurance Number" with the "Health Card Type" OT/Other. Scan and upload IFH documentation to patient's eChart.**

Booking Appointments

Please see page one of the ICHA OSCAR Pro Guide for Health Liaisons linked here for step-by-step instructions with visuals on how to create and adjust appointment bookings in OSCAR Pro.

Consent Collection

You will receive regular requests from ICHA clinicians and administrators through OSCAR Pro Messenger (accessed through "Msg" in the top toolbar of the main OSCAR Pro schedule page or through "Messenger" in the left-hand column of an open eChart). These requests include but are not limited to appointment notifications, contact information clarification, referral updates and OHIP support requests. It is important that you check your OSCAR Pro messages and Inbox a minimum of once a week to ensure adequate follow up and support.

For the privacy and protection of clients' personal health information (PHI), please send all messages related to patient care through OSCAR Pro Messenger. If this is not possible, you may email the ICHA physician at a secure email address with minimal demographic and health information.

Requests to access PHI or release PHI to an external party need to be verified and processed by ICHA Operations (exceptions apply in the case of Health Information Custodian (HIC) sites). Please upload all consent forms/ROIs to the patient's eChart and flag ICHA's Clerical Assistants.

Harm Reduction

As many if not most of you are already aware, Harm Reduction is an evidence-based, client-centred approach that seeks to reduce the harms associated with substance use, without requiring people to stop using drugs. Included in Harm Reduction are a series of programs, services and practices. Some examples include a nicotine patch instead of smoking, consuming water while drinking alcohol, using substances in a safe environment with someone they trust, and needle exchange programs for people who inject drugs. Harm reduction doesn't just apply to the use of substances. Harm Reduction relies on non-judgmental and non-coercive strategies to empower people who use drugs and enhance their skills and knowledge to live safer and healthier lives.

For City of Toronto Harm Reduction supplies and locations, go here. For services specifically provided by The Works, go here. There are a variety of free courses through the Ontario Harm Reduction Network here. Community resources from Harm Reduction TO here and a wealth of Harm Reduction programming through South Riverdale Community Health Centre including Safer Opioid Supply (SOS) programs linked here.

De-escalation

De-escalation involves the use of communication and other techniques to reduce the level of intensity in a conflict or crisis and increase the sense of calm and connectedness between individuals involved. By aiming to reduce the level of intensity, de-escalation is a violence prevention and reduction strategy. It is also a tool for lowering levels of psychological and physical distress experienced by escalated or escalating individuals.

You can review CPI's Top Ten De-escalation Tips here. Toronto Hostels Training Centre offers a variety of de-escalation courses virtually and in-person (detailed here). Toronto Drop-In Network offers half-day de-escalation training for organizations (detailed here).

Incident Reporting

Please refer to your agency's protocols and policies with regards to incident reporting. If you are unaware of the incident reporting protocols and policies pertaining to your agency, please follow up with your supervisor and/or management team.

Specimen Labelling and Courier Pick Ups

Laboratory specimen labels are available to OSCAR Pro users in the bottom right corner of a patient's Master Record. They will produce a label with the patient's name, OHIP (if available) and contacts. When printing, select your site's label maker from printer options or print as usual and secure to specimen.

If you do not already have laboratory courier pick up services at your site and would like them, please reach out to ICHA Operations to arrange.

Requisition Printing and Instructions

Lab Requisitions are typically saved as eForms in the patient's eChart. The titles and dates of previously created eForms should appear in the list below the word "eForms" on the lefthand side of the eChart. Open up an eForm by clicking on its title. Once open, scroll down and click "Print". For additional instructions on how to create, fax and print eForms, click here.

Pharmacy and Rx Follow-Up

If the client is low on a prescription medication and requesting a refill of that medication, please advise them to call their pharmacy to fax a refill request to 416-640-2072 and book an appointment at the next available clinic. If the physician is able to safely refill this medication, they will do so in a timely manner. If the medication was not meant for long-term use or there is a safety concern, the refill will be deferred, and the physician will request that you book an appointment for medication review as soon as possible.

Physicians cannot refill medications prescribed by other doctors without performing an assessment which requires an appointment. Please advise the client that refills will only be provided at the discretion of the doctor if it is safe and medically appropriate. If the client feels they need the refill sooner, advise them to follow up with the prescribing doctor or go to the nearest walk-in clinic.

Uninsured Coverage Policy

All referrals and requisitions for uninsured patients at ICHA must include the ICHA Uninsured Letter (clinicians can find this in eForms under "ICHA Favourites"). For prescriptions, ICHA clinicians should write "Bill to ICHA" on applicable scripts and notify ICHA Operations for confirmation of third-party billing with the patient's preferred pharmacy. The annual ICHA Uninsured Coverage limit is $500. OTC medications are not routinely covered. For uninsured patients with complex care needs and/or who are approaching their annual limit, please consider a referral to the Community Health Centre (CHC) in their catchment area. CHC Referral Process Guide is linked here and ICHA's Uninsured Coverage Policy here.

Regional Outreach Nursing Referral

Newer to ICHA are regional mobile nursing teams intended to support urgent prescription requests and care between appointments with ICHA physicians. Please note, this is not an emergency service. All emergency matters must be redirected to emergency services (i.e., the nearest hospital, 911). Regional nursing outreach is unavailable on weekends and STAT holidays. You can access the Regional Outreach Nursing Referral Form here.

On Board Referral

On Board is a central referral and intake system (CRIS) that was created to connect non-insured, unattached people living in the city of Toronto to Community Health Centres where they can access comprehensive ongoing primary care. On Board services will be extended to support the sheltering and drop-in systems. It is intended for site staff (not client self-referral) to assist in connecting clients to CHCs for continuity of care. It is currently operated by Access Alliance (AA) in connection with CHCs, FHTs, ICHA and other primary care providers. A link to the On Board Board referral will be provided once available.

CLINIC MANAGEMENT

Supply Ordering and Tracking

An ICHA clinician at your site identifies a supply need. That clinician completes the Supply Order Template attached here and emails the completed template to the ICHA Clinical Services Coordinator, Supply & Logistics. The ICHA Clinical Services Coordinator, Supply & Logistics places the order and flags for the site staff responsible for supply ordering.

ICHA uses Medical Mart and LifeLabs for clinical supplies. For special requests, the ICHA clinician attaches the link to the item of interest.

The receiving clinic staff/health liaison stores each item as and when delivered according to clinic set up. Supplies are to be organized, clearly labelled and accessible to ICHA clinicians during clinic hours. The receiving clinic staff/health liaison notifies the ICHA Clinical Services Coordinator, Supply & Logistics upon receipt of ordered item(s).

Sharps Collection

Most of the partner agencies ICHA works with already have sharps collection processes in place. Please confirm with your management team onsite if you are unclear on your agency's sharps collection process. As a reminder, sharps are classified as Household Hazardous Waste (HHW) and must not be placed in standard garbage or recycling bins. Please put sharps in a sealed container labelled "needles". For HHW between 10 and 50 litres/kilograms, free pick-up can be requested online or by calling 311.

Confidential Document Destruction

Most of the partner agencies ICHA works with already have confidential document destruction processes in place. Please confirm with your management team onsite if you are unclear on this.

Safety and Cleanliness

The health and safety of all individuals who interact with the ICHA clinic is of utmost importance. With transmission of communicable diseases a growing concern in clinic setting, preventing transmission of infection is a shared responsibility between the client, site staff and ICHA Clinicians. Our ICHA Infection Control Guide linked here outlines the standards of environmental cleaning practices for the clinic setting and works to optimize infection prevention and control practices on site. As a health liaison, your role would be to ensure that the clinic space remains clean, tidy, and free of any environmental hazards and if present, working with sit staff to ensure occupational health and safety. This guide works to

complement any existing organizational occupational health and safety guidelines in place. Further acting as an occupation and safety ambassador, the health liaison will also collaborate with ICHA's Occupational Health and Safety team to ensure best practices are implemented on site and that our Health and Safety Checklist is visible in the clinic space and reviewed periodically.

IT Requirements (Hardware and Security)

In order to safeguard the personal health information (PHI) stored in our OSCAR PRO EMR, we have outlined the minimum security guidelines needed to secure and maintain PHI in our system. The ICHA Network and Security Guidelines linked here outline the security and network requirements such as anti-malware software, Windows and Mac operating system recommendations, firewall, encryption and network configuration. The Master Service Agreement (MSA) signed by the Executive Director and/ or Program Manager, and ICHA Partnership Guideline require that the site provide a separate network and computer for the clinic space that adheres to the ICHA Network and Security Guidelines. As the health liaison, you would ensure that:

- The ICHA Network and Security Guidelines are maintained along with your organizational IT and security guidelines
- Liaise with your site's IT administrator on site to troubleshoot and IT related issues if needed
- Manage and maintain all clinic devices

When creating a password for the site's devices, please follow the Password Authentication and Policy within the guideline and provide that password to the Clinical Services Coordinator for documentation purposes. If the computer provided for the clinic is an ICHA managed device, our IT Systems Administrator will be available to assist our clinicians with troubleshooting in collaboration with the site's IT administrator, if needed. Connectivity issues should be managed by the site's IT administrator first. The site will also be required to complete an annual IT review of the managed devices on site used for the clinic to ensure compliance with our Network and Security Guidelines.

OSCAR Pro is our EMR for clinic use. As a health liaison, your main responsibilities include creating client charts, updating demographic information, booking appointments and maintaining clinician schedules along with faxing, scanning and uploading documents. OSCAR Pro is best supported using Google Chrome. Please see the OSCAR PRO EMR Guide for specifics.

Vaccine Fridge Maintenance and Recordkeeping

As per City of Toronto Vaccine Storage Guidelines, please store vaccines in a purpose-built vaccine fridge (preferred) or domestic stand-alone fridge (with modifications). Ensure fridge is placed away from direct sunlight and away from external walls with adequate door seals and a lock. Put a "Do not unplug" sticker by the electrical outlet so it is not accidentally unplugged or turned off.

Please use the Vaccine Cold Chain Maintenance and Inspection Report linked here when conducting cold chain maintenance inspections in premises that store publicly funded vaccines.

Use short expiring-date vaccines first and take vaccines out of the fridge only when ready to use. Keep vaccines organized by product and in their original boxes. Store only what your fridge has capacity for, no more than a month's supply at a time.

Temperature sensors are to be placed on the middle shelf in an empty vaccine box, and batteries are to be changed on your max/min device at least every six months with annual tests on the device itself. Ministry documentation requirements for all temperature monitoring devices mandate twice daily checks which include the following information in a Temperature Logbook:

- **Current temp**
- **Max temp**
- **Min temp**
- **Date**
- **Time**
- **Initials**

Max/min temp devices are to be reset twice daily. Ensure temperatures are maintained between +2°C to +8°C. To report a vaccine storage failure or for more cold chain incident information, call the City at 416-338-2030.

Coverage for Absences/Back-Up

It is the responsibility of your organization, as part of your Master Service Agreement with ICHA, to ensure another member of the organization is adequately trained and onboarded to provide health liaison back up in the case of absences and leaves. Please follow up with your management team if coverage has not yet been secured.

CARE

The COVID Alert Risk Evaluation (CARE) Project is a partnership between shelter providers and ICHA. The goal of the CARE Project is to reduce risk of death and serious complications of COVID infection among people experiencing homelessness by supporting clients who are at higher risk of COVID-19 related harms and in need of greater protection, and the settings and communities where they live.

ICHA is responsible for:

- Processing shelter PI using the CARE tool to provide the shelter with resident risk scores
- Securely housing resident risk scores and census line lists
- Securely disclosing resident risk scores to the shelter operator
- Providing consultative advice for adhering to outbreak prevention and mitigation support based on shelter services, resources and space

The shelter/agency is responsible for:

- Biweekly census reports (a line list of all the shelter residents on site)

- Interviews with shelter staff to complete the risk stratification of shelter residents
- Project transparency and awareness amongst shelter residents as appropriate in the given shelter such as posters, brochure distribution, open dialogue on how PI is being used.
- Opt-out opportunities for residents and a communication mechanism for informing ICHA about residents that have opted out of participating in the service

For additional information on CARE, please contact Grace Richandi grace.richandi@icha-toronto.ca.

Health Promotion

ICHA's Health Promotion Program delivers community-based health promotion that is guided and led by people with lived experience of homelessness. With an initial focus on COVID-19 and other communicable diseases, infection prevention and control, immunization uptake and outreach to high-risk individuals, our health promotion program positions people with lived experience as health ambassadors and leaders within their communities.

ICHA's health promotion offerings include the Community Health Ambassador Program (CHAMP). The objective of CHAMP is to enhance capacity in the shelter sector by empowering and training people with lived experience of homelessness.

For additional information on ICHA's Health Promotion Program, please contact Sara Daou sara.daou@icha-toronto.ca and/or Amna Siddiqui amna.siddiqui@icha-toronto.ca. Resources including health promotion posters and fact sheets can be found on our website linked here.

APPENDIX

FAQ

Access the Working with ICHA's EMR Visual Guide to Frequently Asked Questions (FAQ) here.

Troubleshooting/Additional Support

Please contact ICHA Operations at 416-591-4411 for additional information and support.
For hardware and IT issues unrelated to the EMR, please follow up with your organization's IT department.

Policies

The ICHA policies linked here will inform your role as Health Liaison. Navigating your position as both an employee of the host agency and an agent of ICHA can be challenging. These policies are here to assist you in this work.

Privacy Poster

The Privacy Poster linked here is a requirement. It must be posted somewhere visible to patients so that patients can understand how ICHA will be handling their information as well as who to contact for any privacy-related complaints.

Toolkit

Access ICHA's complete Health Liaison Toolkit here (through the ICHA website www.icha-toronto.ca heading "Partners").

INNER CITY HEALTH ASSOCIATES