

## What is coordinated care planning?

Health care providers working together with you and developing a shared plan focused on how to meet your health needs.

The purpose is to improve the health care you receive and make it easier for you to access the care you need.

The Health Link is an approach to care in which providers are working together to coordinate care with patients at the centre.

## How does Health Link work?

Providers in the Health Link put you at the center of care. They will work with you to make sure the health care you receive meets your needs and are focused on your goals.

## What are Health Links?

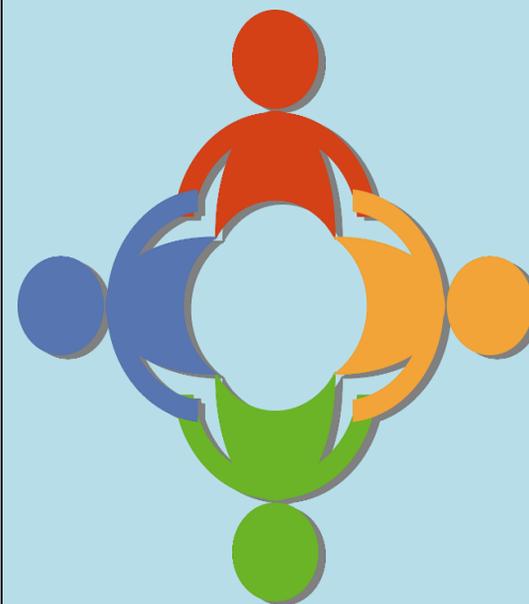
Ontario is improving care for people with complex health challenges by supporting health care providers to work together to develop individual coordinated care plans.

## How will Health Links benefit you?

Health Links will help you to have:

- Effective access to primary care.
- An individualized coordinated care plan to achieve your health goals.
- A designated person responsible for coordinating your care in partnership with you and your care team.

## Working Together to Coordinate Your Care



For Clients and  
Families

**HealthLink**

Let's Make Healthy Change Happen

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You were given this brochure because the person you are seeing today believes your health care can be improved if your health care providers **work together more closely** to assist you.

If you agree to participate, your providers will work with you to develop a coordinated care plan (CCP) to improve your care. This plan will be written down, shared with you and the people you identify as important to involve in helping you.

## How it works

**1. The person you are talking to today will collect some information about your goals, challenges, and who provides care to you.**

Only those people you agree to include will see this information – the Health Link may help organize your care team and/or bring new providers in, if needed and with your consent.

**2. The health care providers, caregivers and others you have identified will be invited to work together as a team for your care.**

One will take the role of ‘Lead Care Coordinator’ and will organize the care team; this is someone you are comfortable with.

**3. Your team will meet to agree on how they can help you with your health goals and challenges.**

You can participate in this meeting, but you do not have to if you don’t wish to. Your Lead Care Coordinator will put the agreed plan together and share it with you and your team of providers.

**4. Your Lead Care Coordinator will help you and your team work together.**

The individuals you agree to share your plan with will update your Lead Care Coordinator when there are changes in your situation or goals.

## What if I change my mind?

You can withdraw consent to participate in coordinated care at any time – all you have to do is tell your Lead Care Coordinator or any member of your care team.

## If you choose to participate in coordinated care, we will help:

1. Your health care providers to work as a team to meet your health needs as you have defined them.
2. Include the people you want to have involved in your care team in discussions.
3. Develop a health care plan – a Coordinated Care Plan (CCP) that reflects your own health goals.
4. Identify who will be responsible for helping organize your health care team and what the roles of each person are in helping you to meet your goals.