



Interdisciplinary healthcare for homebound seniors

Date: **March 12, 2020**  
To: **All Referral Partners**  
From: **House Calls: *Interdisciplinary healthcare for homebound seniors***  
Subject: **Important update on House Calls' referrals**

**Due to capacity limitations we have temporarily revised our referral process, effective immediately. House Calls has been experiencing an increasingly heavy influx of referrals in recent months, resulting in volume overload. To ensure our commitment to quality of patient care, we are now implementing the following.**

- 1. We will only be accepting medically urgent referrals for patients that CANNOT access primary care. Urgent is defined as an acute medical condition, or conditions that when untreated result in a hospital admission.**
- 2. We will only be accepting referrals from hospitals, or our partners (LHIN, SPRINT Senior Care, and VHA).**
- 3. For our partners, we will only be reviewing 2 referrals per week. Our expectation is that referral sources attend one weekly rounds to present the referral. We will contact you after your referral has been received to invite you to present (either by teleconference or in person; a 5-10 minute commitment). Engaging in discussion at rounds strengthens our efforts to work collaboratively and engage in community-based care.**

**We will review this policy on an ongoing basis and will update accordingly. Thank you for your patience.**

**Sincerely yours,**

**House Calls: *Interdisciplinary healthcare for homebound seniors***

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