

DID YOU KNOW?



The COVID-19 pandemic has highlighted that service recipients receiving services in a clinic setting were also being seen in the community. In some cases, this service was being provided pre-pandemic. Typically, acute care staff report service recipient client hospital.

DID YOU KNOW.....when staff from an acute care setting provide services outside of the facility (in the community) the type of service recipient should be reported as client community?

For example:

- Physiotherapists who primarily work in an acute care setting provide home visits through the outpatient service area would collect the client community statistic.
- Speech Language Pathology acute care services that have always provided services for children in their home or daycare should collect the client community statistic.

Client Community: An individual who has been officially accepted by an RHA to receive one or more health services (other than home care), without being admitted as a resident or inpatient and whose personal identifiable data is recorded in the registration or information system of the RHA and to whom a unique identifier is assigned to record and track services. Examples include individuals receiving community-based mental health and/or addictions counselling, public health nursing, health promotion and wellness services, etc.

Those seen in the community should be collected as client community; those seen in the facility should be collected as client hospital.