

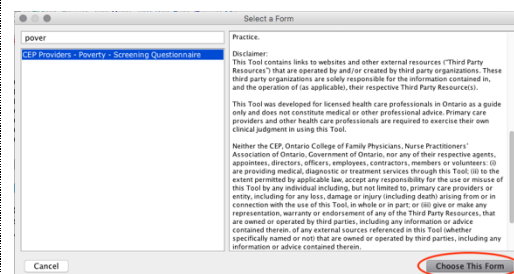
Poverty: A Clinical Tool for Primary Care Providers | User's Guide for Telus PSS

About the Telus PSS EMR-Integrated Toolkit

The Centre for Effective Practice's Poverty: A Clinical Tool for PCPs custom-built Telus PSS integrated toolkit provides Primary Care Providers with the tools to deliver all patients with the validated poverty screening question and, if applicable, related follow up questions that automatically generates and populates a Telus PSS custom form with tailored advice, resources and services.

Incorporating the Toolkit Into Your Daily Practice

1. Add the custom form "CEP Providers - Poverty - Screening Questionnaire" to the patient's record.



2. Complete the Screening Questionnaire with the patient and click "Complete Survey" to generate the recommended interventions, patient resources and services.

CEP Providers
Poverty: A Clinical Tool for Primary Care Providers

There are many types of income benefits available to Canadians, and improving income can help improve health. By answering these questions, you can help your patient determine if there are income benefits and supports that they may be eligible for.

Ask your patient:

Do you ever have difficulty making ends meet at the end of the month?
☒ Yes ☐ No ☐ Prefer Not to Answer

Have you filed out and sent in your income tax forms for the last year?
☐ Yes ☐ No ☒ Not Sure

Do you live with a mental or physical disability?
☐ Yes ☒ No

Are you a social assistance recipient (e.g. Ontario Disability Support Program, Ontario Works, etc.)?
☐ Yes ☒ No ☐ Not sure

Are you a person of Indigenous heritage/descent/ancestry, that is, First Nations, Inuit, or Métis?
☒ Yes ☐ No

Are you a parent or legal guardian to children under 18 years of age?
☐ Yes ☒ No

Complete Survey

3. Based on the patient's responses a set of recommended interventions, patient resources, services, etc. is automatically generated in a new encounter titled, "CEP Providers – Poverty – A Clinical Tool for PCPs".

4. Use the "Activities Completed by Provider" and "Notes" section to record all actions taken during the visit.

☐ Nov 21, 2018 CEP Providers - Poverty - A Clinical Tool for PCPs PSM

CEP Providers
Poverty: A Clinical Tool for Primary Care Providers [Collapse Form](#)

This patient was screened for poverty and indicated that they have difficulty making ends meet.

Intervening can have a profound impact on your patients' health.

1. Educate & Intervene

TAX RETURNS: Your patient does not know whether they have filled out and/or sent their income tax forms this year. Tax returns are required to access many income security benefits and programs. You may wish to explore this further with your patient to determine if intervention is appropriate.

Intervene: Connect your patients to [Free Community Tax Clinics](#).

Drug Coverage: Up-to-date tax filing is required to access Trillium plan for those without Ontario Drug Benefits. To help your patients with high prescription drug costs, [click here](#).

SOCIAL ASSISTANCE: Your patient is not a social assistance recipient. Social assistance programs include [Ontario Works](#) and [Ontario Disability Support Program](#). **Intervene:** Consider discussing with patient, or speak with patient's social service worker, to determine what benefits/social assistance the patient may be eligible for. See the [The Poverty Tool](#) for more information.

INDIGENOUS STATUS: Your patient identifies as Indigenous (First Nations, Inuit, or Metis). You may wish to explore this further with your patient to determine if intervention is appropriate.

For example, Indigenous peoples registered under the Indian Act or recognized by the Inuit Land Claim organization can qualify for [Non-Insured Health Benefits \(NIHB\)](#) which pays for drugs and extended health benefits not covered by provincial plans.

Intervene: Use [Canada Benefits](#) website with patients to identify and access income supports for patients and families.

DISABILITY: Your patient does not indicate a mental or physical disability.

CHILD BENEFITS: Your patient is not a parent or legal guardian to children under 18 years of age.

2. Follow-Up

☐ I would like to be reminded at the next patient's visit to follow-up

Activities Completed by Provider

☐ I referred my patient to a specific income support/benefit

☐ I had a discussion with my patient regarding resources and supports

☐ I connected my patient with (eg. Social Services Worker):

Notes

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CEP | Providers

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Notes

Reminders

Poverty: A Clinical Tool for PCPs

Needs Pap

For all patient's screened for Poverty using the Telus PSS EMR-Integrated Toolkit a searchable @PovertyScreen custom vital indicator is attached to the patient's record. This allows you to run a search to determine the denominator (the total number of patients screened) as well as the number of patients that screened positive, negative and those that opted-out of participating in the intervention.

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