



Ministry of
Health and Long-Term Care

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Section **Health Care Professionals**

ADP Today Newsletter

December 2002
Fall/Winter Issue

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Karen Gansel, Acting Director, Operational Support Branch

Since early September, I have taken on the role of Acting Director, Operational Support Branch for a six-month period. Although I have taken on this new position, I will continue to provide leadership and management support to the Assistive Devices Program. Carol Jones, Program Manager, has agreed to assume the onsite management role for the program during this period. She will be your primary contact for operational issues directly related to both Assistive Devices and Home Oxygen.

During 2002-03, the Assistive Devices Program has made communication and improved customer service our major commitments. These commitments include enhanced services in three areas :

- ADP Newsletter as a vehicle to communicate with all our internal and external stakeholders;
- Enhanced ADP Website which includes updated program information, individual device fact sheets, and policy updates;
- A new Customer Feedback/Complaint Resolution process that tracks issues raised by our clients, authorizers, vendors and others. This process also includes the timelines for responses and provides a quarterly report for ministry senior management on how we are doing.

Program staff have made a commitment to undertake a customer feedback survey this fall. The survey will help staff to determine our clients' level of satisfaction, focusing on those clients who received benefits last fiscal year. We plan to use this feedback to continue quality improvement activities within the program.

Through this focus on customer satisfaction, the program will achieve its vision : "to enable people with physical disabilities to increase their independence through access to assistive devices responsive to individual's needs."

I trust that you will enjoy more specific information provided by the four standing committees, the program manager and senior program coordinators on additional ways we will be improving customer services over the next few years.



Best Practices for Quality Customer Service

ADP policies and procedures help make sure eligible clients get the funding assistance they need, help to avoid any processing delays and help to avoid the return of client applications. To deliver the best possible service to clients, please refer to the policies and procedures highlighted in this newsletter.

ADP Policies and Procedures

The [ADP Policies and Procedures manual](#) is now available on the ADP WebPage. If you do not have access to the Internet, call ADP to obtain a copy. Contact information is provided at the [end of the newsletter](#).

Changes in Authorizer or Vendor Status

To make it easier for clients to locate your services, let the registration unit know of any changes to your employment, business, or address.

Registered vendors must let the registration unit know of any change in the :

- name of the business;
- location;
- telephone number;
- hours of operation;
- insurance; and
- (where applicable) changes in employee qualifications.

To inform the unit of any change, please send a written request to the ADP registration unit at least 10 days prior to any change. All calls regarding status changes should be directed to the registration unit. Please do not call the specific medical device team. Contact information is provided at the [end of this newsletter](#).

Authorizer Date Clarification

The authorizer date on the application should reflect the date that the client was assessed and the equipment authorized.

Client Signatures

Applications cannot be processed without the client's signature or his/her agent's signature. If a client or his/her agent has not signed and dated an application form, it will result in a delay in processing it.

Submitting Applications with Corrections

Applications corrected with White Out/Liquid Paper™ will be returned. To make a change to any application, simply strike through the original item, put in the correction, then date and initial it.

New Device Listings

Manufacturers and distributors may distribute a new product listing to ADP authorizers and vendors once they have received notification that ADP has listed it.



A Report from the Medical Device Teams

Medical Supplies and Home Oxygen

Independent Pilot Project, Phase 3

The Independent Pilot Project has completed the recruitment stage of Phase 3 that began on April 25, 2001. The project leaders are expecting that their final conclusions will be made available by the fall of 2003.

Changes to the Funding Renewal Process for Long Term Oxygen Therapy

As you are aware, a new renewal process for funding long-term oxygen therapy became effective on October 1, 2001. Clients are no longer required to renew their funding assistance on a yearly basis. The following provides additional clarification :

New clients entering the program are required to submit three applications over a period of 15 months. They must

submit :

- An initial application at the beginning of therapy;
- A second application approximately 90 days later; and, a third application approximately 12 months later.

If all three applications are approved, the client will receive long-term funding assistance until the client's physician notifies ADP that it is no longer necessary.

The new renewal process also applies to clients who were receiving funding assistance prior to October 1, 2001.

If a client has received funding assistance for two years or more :

- He/she is entitled to long-term funding assistance;
- He/she is not required to submit an annual renewal application; and,
- He/she will continue to receive funding assistance until the client's physician notifies ADP that it is no longer required.

If a client has received funding assistance for one year only :

- He/she is required to submit a second application on their renewal date.
- If this is approved he/she will receive long term funding assistance until his/her physician notifies ADP that it is no longer required.

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Prosthetics and Orthotics

Prosthetics and Orthotics Standing Committee

The next meeting of the Prosthetics and Orthotics Standing Committee will be held in November, 2002. Three task forces that report to the committee have been created to look at issues dealing with Orthotics, Externally Powered Upper Limb Prosthetics and Pressure Modification Devices.

Ostomy Grant Program

A two-year renewal policy for funding assistance through the Ostomy Grant Program became effective October 2002. ADP has sent a renewal application to clients who are already receiving a grant. Clients must complete and return the letter to ADP in order for their grant to remain active.

To avoid the cancellation of grants, recipients should let ADP know of any changes to their personal information such as their health number, address or banking information.

To direct payments to someone other than the client, a copy of a Power of Attorney document must be submitted with the application. A Power of Attorney document is also needed if someone is signing the application other than the client, his or her spouse living at the same address or a parent for a child under the age of 19.

Orthotics

Specialists must complete Section 2 of an ADP application form for clients that are accessing the program for the first time. They must also complete Section 2 of the form if a replacement device is not identical to the previously funded device. See policies 1.2 and 1.14 for more details.

Request for Special Approval

A [Request for Special Approval](#) form must be submitted to ADP if a client requires more than the allowable number of device replacements. Refer to the replacement policy in each device category for more information.

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Wheelchair, Positioning and Ambulation Aids

Revised Product Manuals

Newly-listed devices are updated regularly in the product manuals for Ambulation Aids and Paediatric Standers, Wheelchairs and Positioning Devices. To receive an updated copy, fax a written request to ADP (416) 327-8192 with your ADP authorizer/vendor registration number along with your full mailing address. Please do not call in your request.

Modifications for Wheelchairs Not Funded by ADP

Individuals may request funding assistance to help modify and/or add seating to their own wheelchair. ADP will consider funding assistance if :

1. The wheelchair make and model is on ADP's approved list of devices;
2. The authorizer confirms the wheelchair is in good working order; and
3. The modifications asked for will suit the individual's needs as per ADP eligibility criteria.

Application for Funding - Mobility Devices

Authorizers please remember to follow the checklist below to make sure your applications are processed in a timely manner.

- Is the applicant's functional mobility status stated in Section 2, if not clearly evident in the medical diagnosis ?
- Is a full generic prescription given in Section 3, which describes all basic features needed by the applicant, including accurate dimensions ?
- Did you provide the applicant's full mailing address ?
- Is the date of birth and Ontario Health Card Number correct ?
- Have all signatures been obtained ?
- Did you provide a designated name and address for correspondence ?
- Did you include all required attachments ?

Incomplete forms will be returned to the prescribing authorizer.

Prescription Corrections/Revisions

Prescription changes must be requested in writing by the prescribing ADP authorizer. Where this is not possible, a new application must be submitted. Refer to Section 1.8.2 of the [Policy and Procedure Manual](#) for details.

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Sensory and Communications

Sensory Standing Committee

The Sensory Standing Committee had its second meeting on September 30, 2002. Sara Lankshear is the committee Chair and membership includes authorizers, distributors and vendors from all three program areas of Visual Aids, Hearing Aids and Communications Aids. Fifty per cent of the membership consists of consumers.

Hearing Aids Program

A **significant change in hearing** is defined as a minimum 20 dB loss in three or more speech frequencies (i.e. 500 Hz, 1000 Hz, 2000 Hz or 3000 Hz) in the ear for which the original ADP funded hearing aid was authorized. The definition is found on page HAP 1-6 of the Hearing Aid Program policy and procedures manual.

To avoid delays in processing applications, check to make sure that all information on each [Hearing Device Application](#) form is complete and accurate.

The **authorizer date** is the date that the ADP registered authorizer has authorized the device. Similarly the **dispenser date** is the date that the ADP registered dispenser actually dispensed the device.

Visual Aids Program

ADP's Audit and Quality Assurance Coordinator continues to receive complaints from clients stating that they have not received all their hours of user support. ADP-registered high technology visual aids vendors must not bill the program before the products and all user support services have been provided to the client.

Communication Devices

The Peer Review Team has scheduled 14 peer review site visits to be completed by March 31, 2003. Half of the reviews have already been completed. ADP would like to thank the team Chair, Gerry Schram and the dedicated Peer Review

team members for their continued efforts.

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Your Opinion Counts

ADP Customer Satisfaction Survey 2003

Listening and acting on customer feedback are essential parts of quality customer service. A good way to gauge customer satisfaction is through surveying.

In January 2003, ADP will be conducting its first Customer Satisfaction Survey. This feedback will help us determine how well we are meeting our clients' needs. As well, the responses will provide us with information on how to improve our services and program.

A sample of 1,000 clients, who received ADP funding between April 1, 2001 to March 31, 2002 and have received their device, will be randomly selected. These clients will be notified in writing that their names have been chosen. Then two weeks after receiving the letter, they will receive the survey.

Participation in ADP's Customer Satisfaction survey is voluntary. The client's personal information will not be shared or used for any other purpose. The results of the survey will be summarized and made available to ADP clients and partners on the ADP WebPage and in a later issue of "ADP Today".

Comment Form

Comments or questions can be mailed or faxed to us at the [address below](#) located at the end of this newsletter. You will receive a written response from ADP within five business days.

We welcome and appreciate receiving your feedback.

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Check out what's on the ADP webpage

What you need to know about the program, including :

- Equipment funded
- Eligibility
- Accessing ADP
- Authorizer/Vendor information
- Financial assistance

List of assistive devices covered and not covered

Updated - Fact sheets for all device categories

NEW : Contacting ADP :

- ADP Telephone System Guide
- ADP Managers and Senior Coordinators
- Standing Committee Membership Lists

Forms include :

- Authorizer Application
- Vendor Application : Part 3 - Teletypewriter for the Deaf (TTY)
- Insulin Syringes for Seniors Program
- Writing Aid Information
- Ostomy Grant Application
- EA Equipment/Supply Authorization
- Release of Information

- Application for Funding-Mobility Devices - Instructions
- Home Oxygen Program
- Wheelchairs, Seating and Mobility, change in functional status/body size
- Request for Special Approval - Orthotics and Prosthetics
- Application for Limb Prosthesis Funding Assistance
- Hearing Aid Device Application
- Hearing Aid Dispenser Application

Program Information, which includes :

- Who can apply
- Income limits for ADP assistance
- Eleven categories of equipment covered by ADP

NEW : Information for Health Care Professionals

- Revised ADP Policies and Procedures
- "ADP Today" - Newsletter

Answers to frequently asked questions (Qs and As)

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About the Assistive Devices Program

The Health Services Division of the Ministry of Health and Long-Term Care has the responsibility for administering the Assistive Devices Program (ADP). Through the ADP, the ministry provides funding to Ontario residents with physical disabilities to purchase personalized assistive devices and supplies, to support them in independent living.

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FOR MORE INFORMATION

Assistive Devices Program
Operational Support Branch
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario
M2M 4K5
Canada

In Toronto, call 416-327-8804
Tel : 1-800-268-6021 (Toll-free in Ontario only).
TTY : 1-800-387-5559.
TTY in Toronto, call 416-327-4282
Fax : 416-327-8192

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