


Ontario

Ministry of
Health and Long-Term Care

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Health Care Professionals

ADP Today Newsletter

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ADP Supports Seniors in Independent Living

Karen Gansel, Senior Manager (Acting)

Demographic analysis has demonstrated that we have an aging population in Ontario that brings with it an increase in the prevalence of chronic disease. Currently, 51 per cent of clients, who receive funding support for the essential equipment and supplies needed to maintain an independent standard of living in the community, are seniors.

During the coming year 2003 to 2004, the Assistive Devices Program (ADP) will focus on four key ministry themes : integration, quality, access and accountability. By focusing on these key themes, the program is able to support the wellness of older people.

The principle of integration is illustrated through the provision of funding support for a range of medical devices and equipment for people of all ages with physical disabilities.

The principle of quality is illustrated through the quality assurance program used in the evaluation of new products and devices for funding. Quality assurance also helps to minimize disruption for clients when specialized equipment does not meet their needs or requires frequent repair or adjustment. The program also uses a series of customer satisfaction processes to ensure that client satisfaction is achieved, which include :

- customer feedback and complaint resolution process;
- customer satisfaction survey conducted every two years;
- quality service standards to ensure a timely response on the phone; and
- benchmarks established for responding to all correspondence.

The principle of access is ensured through the establishment of new business processes for timely claims assessment of client eligibility, and improving the payment processes. The program has improved many of the application forms for devices, equipment and supplies and has provided access to view many of the [forms](#) on this Web site.

The principle of accountability guides the program in all transactions, achieving program objectives and focusing on annual strategies for improvement. New developments in health service technology over the past decade have brought many benefits for seniors, but will continue to put pressure on health budgets. All ministry programs, including this one, are required to review business processes for potential improvements on a regular basis. Regular financial audits of registered vendor practices are conducted for adherence to ADP policies.

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ADP Policies and Procedures – What you need to know

The ADP Authorizer Card

New ADP authorizer cards have been mailed out to all active registered authorizers. The new cards are valid from June 1, 2003 to May 31, 2005. The ADP no longer issues temporary registration numbers. Authorizers should inform the registration unit in writing about any changes to their employment, business, or address. In some categories there will continue to be a mandatory requirement to attend authorizer workshops.

Release of Personal Information

The ADP requires written consent to disclose any personal or confidential information about a client in keeping with the *Ontario Freedom of Information and Protection of Privacy Act*. The signed consent can be faxed to ADP. The original must be kept in the authorizer or vendor client file for audit purposes. Refer to Section 1000 of the [ADP Policies and Procedures Manual](#) for more details.

Listing and Removing Devices

The ADP must list a new device before it can be recommended by an authorizer or supplied by a vendor. To remove a device listed by the ADP, the program must be notified in writing by the manufacturer/distributor. Refer to Section 905 and 910 of the [ADP Policies and Procedures Manual](#) for more details.

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A Report from the Medical Device Teams

Medical Supplies and Home Oxygen

Respiratory Services Standing Committee

The Respiratory Services Standing Committee Meeting was held on June 27, 2003. The committee membership includes vendors, manufacturers, healthcare providers and consumers.

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Prosthetics and Orthotics

Prosthetics and Orthotics Standing Committee

The Prosthetics & Orthotics Standing Committee Meeting was held on June 6, 2003. The prosthetics task force now includes representation from both Conventional Limb and Externally Powered Upper Limb Prosthetics.

Conventional Limb Prosthetics – Applicant Information

The client's biographical information must be printed clearly in Section 1 of the application form. A hospital card stamp is not acceptable. Adherence to this will ensure that data entry is completed accurately and as quickly as possible.

Ostomy Grant Program

The two-year renewal policy has been in place since October 2002. Grant recipients are reminded that the completed original renewal letter must be mailed back to ADP. The ADP is unable to accept a fax or photocopy. Although the ADP requires a doctor's contact information, the doctor does not need to sign the form.

Power of Attorney

A copy of the Power of Attorney (POA) documents must be submitted if someone other than the client is signing an application form. Exceptions are a spouse living at the same address, or a parent signing for a child under the age of 19 years. The spouse or parent must indicate their relationship to the client on the application form.

Device Replacements

The ADP does not automatically replace a device after the minimum replacement period. A reason for replacement must always be stated. For example, if a device is worn, this must be written on the application form. If this information is not provided, the application will be returned.

Date Changes

An original written request must be submitted to the Prosthetics & Orthotics Program Coordinator providing details of the rationale/ explanation for the request and the requested change. The letter must be signed by the person whose date the ADP is being asked to change. If the correction is being made on the application form, the same information is required. The initials must be those of the individual whose date the ADP is being asked to change. For example, an authorizer must not change a physician's date.

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Wheelchair, Positioning and Ambulation Aids

Central Equipment Pool for High Technology Wheelchairs (CEP)

Central Equipment Pool for High Technology Wheelchairs (CEP) is in its sixth year of operation and is currently managed by Shoppers Home Health Care. The CEP provides ADP clients throughout Ontario with high technology wheelchairs at a discounted price, quality recycled high technology wheelchairs, and a rebate on the client's costs once the equipment is returned to the pool.

- All eligible individuals who want ADP funding assistance for a power wheelchair that includes power dynamic tilt and/or recline (high technology wheelchair) as a basic requirement for mobility must apply through the CEP.
- Requests for the addition of power dynamic tilt and/or recline to an existing power wheelchair must also go through the CEP.
- All components of the power wheelchair, including positioning devices must go through the CEP.
- Only the CEP is authorized to provide service and modifications to CEP wheelchairs.

The CEP provides assessment equipment and resources to clients and their healthcare professionals. As well, CEP clients receive all routine maintenance and repairs free of charge. For information, call the Central Equipment Pool 1-800-395-6661 or 416-757-2011.

Approval Letters – Expiry Date

Application forms and approval letters are valid for one-year from the authorizer assessment date. Clients must receive their equipment within this one-year period, or a new assessment and application form must be submitted.

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Sensory and Communications

Sensory Standing Committee

The Sensory Standing Committee welcomes Chris Chamberlin, visual aids vendor and consumer as its newest member.

The meeting was held on June 17, 2003. Two working groups, one for computers and one for user support, have been assembled. Thank you to all those who have volunteered their time to participate on the working groups.

Bone Anchored Hearing Aid (BAHA) Replacement Sound Processor

Effective February 2003, the ADP provides funding to assist eligible persons with the purchase of a replacement sound processor. The ADP will contribute 75 per cent of the cost up to a maximum of \$2,625 for the sound processor or 75 per cent of the cost up to a maximum of \$3,366.75 for the sound processor with abutment.

For people who are receiving benefits from Assistance to Children with Severe Disabilities, Ontario Works or Ontario Disability Support Program at the time the sound processor is authorized, the ADP will contribute up to \$3,500 toward the sound processor or up to \$4,489 toward the sound processor with abutment.

Communication Aids

The Peer Review Team has scheduled three peer review site visits to be completed by June 2003.

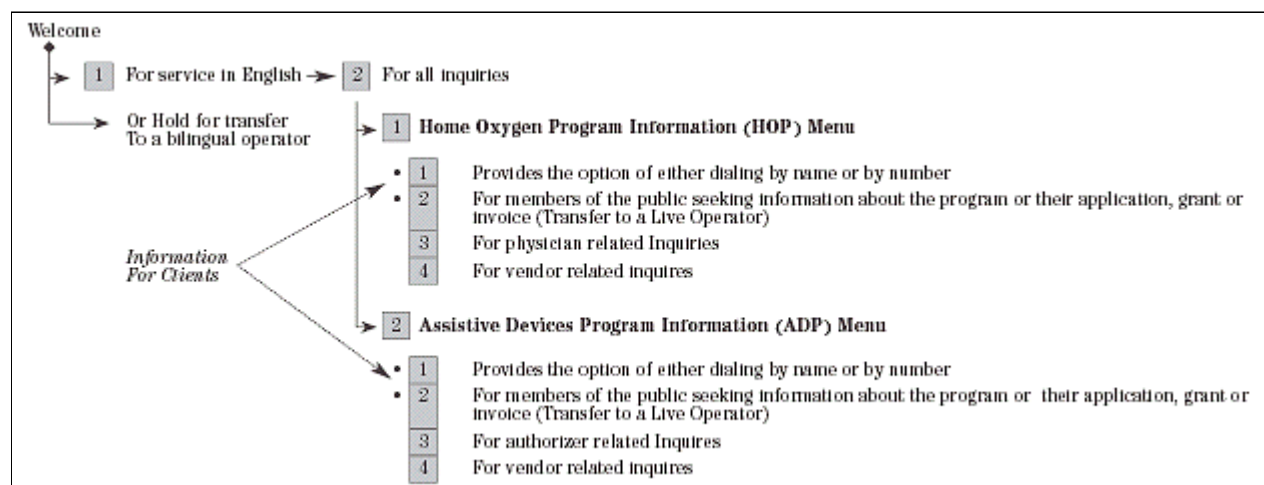


Tips for Clients on using ADP's Telephone System

Many clients use ADP's Interactive Voice Response (IVR) system to check the status of their applications, grants, or invoices. However, some clients may find these types of telephone systems too complicated. Before clients call, here are a few tips to help make their use of ADP's IVR system easier.

- Clients must have a touch-tone telephone in order to use the system. Access is toll-free by calling 1-800-268-6021 or 416-327-8804 within the Greater Toronto Area.
- During regular business hours 8:30 a.m. to 5:00 p.m., clients will have access to the [Main Menu](#) below.
- Under the HOP or ADP Menu clients can select, Option 1 – If they know the name of the person they wish to speak to or have the person's correct extension number, Option 2 – If the caller would like to speak to a live operator.
- Clients should first listen to all options before selecting one. Options can be repeated by pressing the asterisks sign (*) on the telephone keypad. The IVR system will only allow three tries then the caller will be disconnected.
- To check the status of an application or grant, clients will need to have a valid Ontario Health Insurance (OHIP) Number ready.
- Clients can also check the status of an application, grant or invoice, outside business hours. The IVR System is available Monday to Sunday from 7:00 a.m. to 11:00 p.m. To do this, 1) clients will need their OHIP number, and 2) clients will be asked to verify who they are by entering their four digit date of birth e.g. 1965.

Telephone tips were provided with assistance from the Ontario Seniors' Secretariat and the Seniors' Education Centre, University of Regina. More tips for using the telephone, Internet sources and E-mail are available on the [Secretariat's web page](#). A complete printable chart of the [ADP telephone system](#) is also available on this Web site.



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Resources for Seniors

Now available from the Ontario Seniors' Secretariat, A Guide to Programs and Services for Seniors in Ontario. The guide contains information on government and community services for seniors, their families and service providers. The guide is available on the [Ontario Seniors' Secretariat Web site](#). A copy of the guide can be obtained by calling the Seniors' INFOline 1-888-910-1999.

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About the Assistive Devices Program

The Health Services Division of the Ministry of Health and Long-Term Care (MOHLTC) 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.

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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