

Enrolment Conversation Guidelines

Active enrolment requires that agreement be reached between a representative of a home clinic and a patient through an explicit enrolment conversation. During the conversation the home clinic representative must touch on the main point, at minimum, of each of these six topics:



a) *Benefits of seeking all, or at least the majority, of your primary care from a home clinic*

- A long-term relationship with a primary care provider who knows your medical history.
- A primary care provider who accepts responsibility for helping you to maintain and improve your health and wellness.
- A primary care provider who takes the lead in helping you to manage your preventive care and chronic conditions.
- A primary care provider who helps coordinate care you may need from specialists.

b) *Role of a home clinic*

- Provide you with the best care possible.
- Coordinate any specialty care you may need.
- Offer you timely access to primary care to the best of its ability.
- Maintain an ongoing record of your health.
- Keep you updated on any changes to services they offer.

c) *Role of a home clinic patient*

- Seek health care from your home clinic whenever possible.
- Give the name of your home clinic, if you do visit emergency or another provider.
- Have the identity of your home clinic made available to other health care providers involved in your care to help coordinate your care.

d) *Patient's ongoing right to seek primary care elsewhere*

You will still have the right to choose. Clients enrolled with a home clinic will not be restricted in any way from seeking care from other providers or at other locations. And your home clinic will still be looking out for you over the long-term to improve the quality and safety of your health care.

e) *Process to end or change enrolment*

If you are moving or plan to receive the majority of your care from another clinic, please inform your current home clinic or Manitoba Health. If you would like to end your enrolment, you can make a request to either your home clinic or to Manitoba Health and your enrolment will be cancelled.

f) *Protection of personal health information*

Enrolment with a home clinic does not change your right to have your personal health information protected. As always, health care professionals are allowed to share only as much personal health information with other providers as is necessary for your care. If you do not want another provider you visit to communicate about your care with your home clinic, you can make this request to the provider.