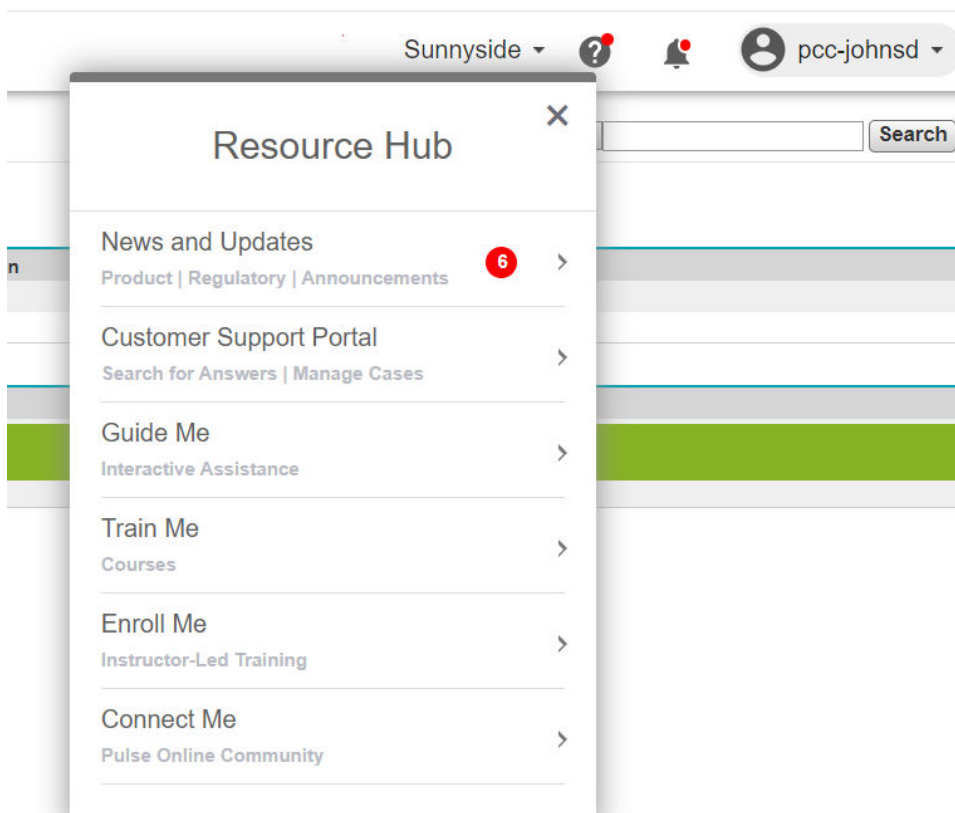


Long-Term Care Facility (LTCF) FAQ

1. Our home has applied for the LTCF pilot and have completed the survey for the Ministry of Long-Term Care, now what should I do? Do I need to notify PointClickCare that we have applied?
 - You do not need to notify PointClickCare of your interest in being a pilot
 - We do encourage you to join our LTCF Pulse group to share questions, comments, and experiences. Our goal is to develop a community of practice where customers are sharing and learning from each other. Pulse is available to all homes. The link to Pulse is found in PointClickCare. Once logged in, click on the question mark and then the last option is Connect Me Pulse Online Community > just follow the prompts.



2. When will I hear about whether I am a pilot home?
 - Unfortunately, we cannot answer that question. We have heard from many customers that they have applied – the interest is overwhelming, and we thank you for that!
 - We are ready!!!!
 - We are planning in collaboration with the Ministry and are hopeful communication will be coming soon.
3. What should we do while we are waiting?
 - Have you ordered your manual from interRAI for LTCF – Canadian version?
 - Explore CIHI’s website for training options and information. PointClickCare is a leading healthcare technology platform enabling meaningful care collaboration and real-time patient insights. More than 27,000 long-term and post-acute care providers, 3,600 ambulatory clinics, 2,800 hospitals, 350 risk-bearing providers, 70 state and government agencies, and every major U.S. health plan use PointClickCare for care collaboration and value-based care delivery for millions across North America.
 - Start talking about this within your home, build excitement.
4. We did not apply to be a pilot for the LTCF. Where can I go to get more information to help us plan?
 - Join our Pulse group as outlined in #1 above. It isn’t just for pilot homes! Join in, ask questions, and learn from your peers.
 - If you are attending the OLTCA This is Long Term Care (TiLTC) Conference, plan to attend our breakout session on LTCF!
5. Can I do corrections in MDS 2.0 after I start LTCF?
 - Yes, you can. Ideally you should be working on any outstanding MDS 2.0 assessments that need to be submitted **now**. Do not wait. The window to submit corrections will be short after you go live with LTCF. Once you convert to LTCF, you will not be able to create a new MDS 2.0 assessment.
6. What about our Point of Care (POC) library, will it need to be changed?
 - Yes, some of the tasks will need to be changed as the Activities of Daily Life (ADLs) change in the LTCF assessment as do the response options.
 - PointClickCare does have a new library that homes will have access to. If you have custom tasks created, like Comfort Rounds, you can use more than one POC library. You will be encouraged to retire MDS 2.0-based tasks to ensure staff documentation will support the LTCF assessment's completion.
7. How do I register for the PointClickCare training on LTCF?
 - Stay tuned in Pulse. We will be announcing our trainings there.
 - Once pilot homes are announced, we will be in touch with them to ensure they are registered for PointClickCare training.

8. I hear submissions are not batched any more. What about quality checks of the assessments before submission?
 - Yes, submissions are real-time, and you will need to explore options for your workflow.
 - The submit link is a separate security control, so you can determine who can submit and who cannot. PointClickCare is a leading healthcare technology platform enabling meaningful care collaboration and real-time patient insights.
9. Who do I reach out to at PointClickCare if I still have questions?
 - Please reach out to your Customer Success Manager and/or your Account Executive at PointClickCare