

## Ingersoll Support Services Inc.

### Policy: Medical Services

**Policy # QAM 7**

Section: Quality Assurance

Approved by the Board of Directors: Sept. 22 2011

Procedure Revision:

Ministry requirement –

Review Date: September 26 2017

**QAM II.7**

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*Each person supported should have regular and periodic access to a variety of health practitioners who provide them with comprehensive Medical Services according to their needs and choices.*

#### **Procedure:**

1. Staff persons assist people to receive a comprehensive set of Medical Services when this support is identified as part of the Support Plan or Agreement. This support is provided so that each person might obtain regular, routine, and as required, medical services from qualified practitioners. ISSI staff members provide support but are not considered to be medical personnel.
2. Agency staff and support plans are directed by defined medical services and practitioners. Staff persons assist by monitoring health concerns (as per Policy QAM 6), health promotion (as per Policy QAM 5), documenting informed consent and the refusal of medical services (as per Policy QAM 10), and access to Emergency Medical Services (as per Policy QAM 11).
3. Each person's medical services are defined by personal choice and understood as self-directed or by health care consent. Agency staff will support people with health information that is designed to be provided in a routine manner of medical and dental appointments annually, and additional appointments based on medical concerns as they arise. In addition, support will be provided as determined by specific medical conditions and issues related to aging and the life-cycle.
4. Support will be based on a clear understanding of the person's method of communication and responsive to health needs as communicated by the person. Medical services can ensure privacy and also be fully supported as is necessary and agreed upon.
5. ISSI staff will also support medical staff and practitioners to understand the health care and communication needs of each individual in a language and manner, and with the level of support, that the person needs.