

What are the roles in transitions of care?

Your role as a care team member

As a care team member, you can build relationships with others to support a person in their care and transitions. For example, you can:

- Cultivate partnerships within your organization and develop external partnerships with community organizations and agencies.
- Support the person in navigating community resources, including recreational, spiritual, medical, social, and housing.
- Help set up the person for success, using reminders, outreach, and follow up, and involve family when appropriate.
- Know when to keep and consult, and when to provide a warm handoff to more appropriate services.

Below is an overview of the roles and responsibilities of the sending and receiving providers, which ensure transitions are communicated in a patient-centred manner.

Role of sending provider	Role of receiving provider
<ul style="list-style-type: none">• Establish goals for the transition with the person receiving treatment and their family.• Assess the person to ensure they are ready to transition.• Co-create a care transition plan with the person, their family, and the receiving service or provider.• Provide all referral information e.g., transition plan, discharge plan, medication reconciliation, to the receiving provider.• Ensure that the person knows what to expect from the transition.• Ensure that the receiving provider has all of the correct information about the person's plan for care and recovery, and answer any questions they might have.• Help to coordinate the logistics of the physical transition from one service, unit, facility etc. to another.• Notify the primary care physician of the care transition plan if appropriate.	<ul style="list-style-type: none">• Request and receive all relevant transition and recovery plan information for the person before they arrive.• Acknowledge receipt of the referral information with direct communication to sending provider.• Clarify any questions about the transition plan with the sending provider and/or the person receiving treatment.• Confirm the date, time and location for the person's first appointment with the person and the sending provider.• Notify the sending provider and/or primary care physician if the person does not attend their first appointment.• Introduce the person to the new facility, unit, service and team.• Follow-up with the person to see if they have any questions about the new service.