

Medical Equipment and Supplies

Why the Changes?

Ontario Health atHome is working with partners on an initiative to modernize medical equipment and supplies for home and community care patients. This will enable better patient care across the province. You, or those you care for, will continue to have high-quality medical equipment and supplies, no matter where you live in the province.

Why have some of my medical equipment or supplies changed?

Through this province-wide initiative, Ontario is leveraging provincial buying power to create an integrated, patient-centred supply chain of standardized high-quality medical equipment and supplies. This could mean a change in the supplier or brand of equipment or supplies you are used to receiving.

Savings from this initiative are being reinvested into direct patient care.

How can the medical equipment or supplies make a difference?

The supplies and equipment used for your treatment were chosen based on best practice. For instance, if you have a wound, the advanced wound care supplies have been shown to promote healing.

Will I have a different provider delivering my medical equipment or supplies?

While you may see a new provider delivering your supplies, all providers across the province are working from the same list of high-quality medical equipment and supplies and you can

expect the same level of courtesy and professionalism as you are used to. All providers will continue to wear appropriate photo identification when delivering your medical equipment or supplies.

What about rental policies? Will they be the same across the province?

Equipment rental policies are being applied consistently across the province. This consistent, equitable approach to rentals means that you, or those you care for, can expect the same experience with equipment if you move to another community.

I have questions about how to use my medical equipment or supplies. Who should I contact for more information?

Your care providers will know how best to use the medical equipment and supplies chosen to help your health and well-being. Your Care Coordinator can also help should you have any questions or concerns. Call **310-2222 (no area code)** to be connected with them.