

# Adult PSS Waitlist Application Job Aid - Service Provider Organizations

## Overview

This document outlines the steps for Service Provider Organization (SPO) staff to follow when using the Adult Personal Support Services (PSS) Waitlist Application (App) to monitor and manage the waitlist for PSS.

## PSS Service Offers and Waitlist Guidelines

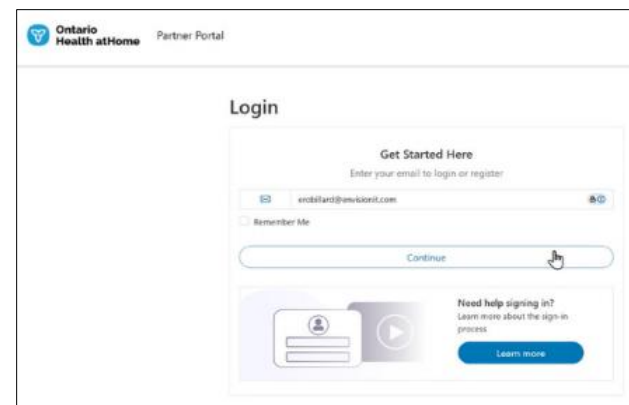
- All patients eligible for PSS will have an initial offer sent to SPOs.
- If no SPO accepts the offer (or only partially accepts the offer), the remaining hours not picked up by a SPO will be added to the **‘Personal Support Services Not Assigned’** waitlist in CHRIS by Ontario Health atHome (OH atHome) staff. All hours of service not being provided are to be placed on this waitlist.
- After waitlist assignment, no further service offers will be sent until a SPO accepts the patient via the waitlist management process.
- SPOs will monitor the Adult PSS Waitlist App daily, Monday to Friday (excluding statutory holidays).
- In addition to accepting PSS service offers through the regular process, SPOs are expected to accept patients from the waitlist in the order of priority as per the **Adult PSS Waitlist Process Job Aid - Guidance for SPO and OH atHome**. The Triage Authorization Priority (TAP) is assigned at the time of PSS authorization and assists with the prioritization of offers in the areas where the SPO has capacity.

## Adult PSS Waitlist Application

The PSS Waitlist App for SPOs is a secure site for monitoring and managing submissions. Employee access to the joint SPO and OH atHome PSS Waitlist App is limited to staff responsible for waitlist management and is treated as confidential. Usernames and passwords associated with the PSS Waitlist app must be unique for each individual and must not be shared with anyone.

### Logging in to Adult PSS Waitlist App

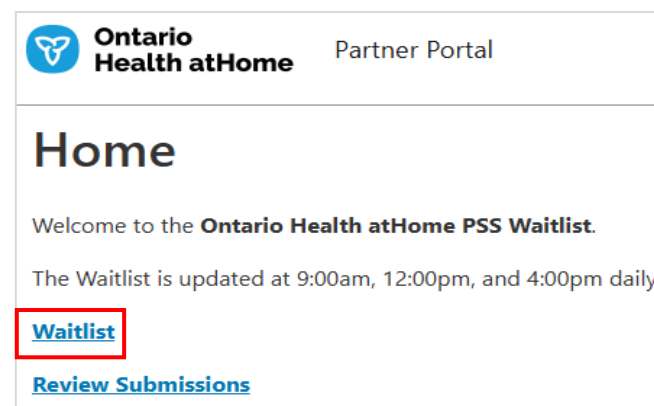
- **Launch** the secure app website and log in with your provided username and password and complete Multi Factor Authentication (MFA) as applicable.
- The **Home Page** of the PSS Waitlist App is permission based: SPOs have access to the Waitlist and Review Submissions pages.



### Accessing Waitlist and Submitting

#### 1. Select 'Waitlist' link on the Home page

- The app synchronizes with the waitlist and will do automatic data pulls at 9:00am, 12:00pm and 4:00pm.
- If you experience any issues with the App, please contact your local contract lead, who can then submit an IT request for support.



#### 2. Select/refine filters on the left – only those with active waitlist information will display in each section

- Waitlist Status:
  - Full Received: At least one submission has been received to fulfill all requested hours, but it has not yet been processed by OH atHome staff. SPOs may still respond with additional offers.
  - Partially Assigned: Patient service plan is waitlisted with part of the service requirement fulfilled (i.e. partial service is being provided to the patient, additional care hours are required to fulfill the care plan). SPOs may still respond with additional offers.
  - Partial Received: Patient service plan has received at least one partial service offer but has not yet been processed or assigned by OH atHome staff. SPOs may still respond with additional offers.
  - Waitlisted: Patient service plan is waitlisted with no offers for service yet

- Other filters are available - **the geographic filters display according to SPO user account set up**
  - Area (OH atHome area)
  - Geographic Area (each of the local Geographic Areas will display by default for each Area selected above)
  - City
  - FSA (Canada Post postal code segment)
  - Triage Authorization Priority (TAP)
  - Population (patient's assigned patient population/sub-population).
  - Treatment Location Type
  - Institution (as applicable to previously selected filters, e.g. Retirement Home, cluster care address)
- Choose the areas you are responsible for monitoring with their corresponding contracts as applicable.
- Your selected filters will display at the top.

Tip: Once filters are set according to usual waitlist management responsibilities, you can choose to save this to browser Favourites. If need to reset filters, there is a 'Clear Filters' button at the bottom of the filter section.

The screenshot displays the 'Waitlist' application interface. At the top, a breadcrumb trail shows 'Home > Waitlist'. The main heading is 'Waitlist'. Below this, there are two filter panels. The left panel, titled 'Filters', contains sections for 'Waitlist Status' (Waitlisted (94), Full Received (5), Partial Received (3)), 'Area' (Central (102)), 'Geographic Area' (West York Region (49), East York Region (20), North York West (12), North York Central (11), South Simcoe (6), Northern York Region (4)), 'City' (Woodbridge (22), North York (15), Markham (13), Hill (8)), and 'Population' (Complex (2)). The right panel, titled 'Filters', shows 'Geographic Area: East York Region X', 'Treatment Location Type: Cluster Care Residence X', 'Waitlist Status: Waitlisted (2)', 'Area: Central (2)', 'Geographic Area: West York Region (3), East York Region (2), North York Central (2), North York West (1)', 'City: Thornhill (2)', 'FSA: L3T (2)', 'Triage Authorization Priority: 1 - Very High (1), 2 - High (1)', and 'Population: Complex (2)'. A blue arrow points from the 'Waitlist' heading to the 'Geographic Area' filter in the right panel.

Home > Waitlist

# Waitlist

**Filters**

**Waitlist Status**  
Waitlisted (94)  
Full Received (5)  
Partial Received (3)

**Area**  
Central (102)

**Geographic Area**  
West York Region (49)  
East York Region (20)  
North York West (12)  
North York Central (11)  
South Simcoe (6)  
Northern York Region (4)

**City**  
Woodbridge (22)  
North York (15)  
Markham (13)  
Hill (8)

**Population**  
Complex (2)

**Filters**

Geographic Area: East York Region X

Treatment Location Type: Cluster Care Residence X

**Waitlist Status**  
Waitlisted (2)

**Area**  
Central (2)

**Geographic Area**  
West York Region (3)  
East York Region (2)  
North York Central (2)  
North York West (1)

**City**  
Thornhill (2)

**FSA**  
L3T (2)

**Triage Authorization Priority**  
1 - Very High (1)  
2 - High (1)

**Population**  
Complex (2)

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### 3. Review waitlisted items:

- Waitlist results are listed in order according to relative priority: Triage Authorization Priority (PS-TAP-10 through 1), then Waitlist Length of Stay (LOS).

To determine how to prioritize acceptance of waitlisted patients, please refer to **Adult PSS Waitlist Process Job Aid - Guidance for SPO and OH atHome.**

- Each result displays a summary of key waitlist information as populated directly from CHRIS including :
  - TAP
  - Waitlist Length of Stay (LOS) in days
  - Preferred language for service
  - Waitlist Frequency (i.e. what has yet to be assigned to any SPO)
  - Service Type
  - Waitlist Status
  - Active Provider and Frequency (partial service plan already assigned to an SPO)

[550625073](#)

**Area:** Waterloo Wellington  
**Triage Authorization Priority:** PS-TAP-10  
**Waitlist LOS:** 414  
**Population:** Chronic  
**Preferred Language for Service:** English  
**Treatment Location Type:** Private Dwelling  
**Waitlist Frequency:** 10.5 hour(s) per week, every week  
**Service Type:** Hourly Personal Support home  
**Waitlist Status:** Partial ⓘ

**Active Provider and Frequency:** BAYSHORE HEALTH CARE - WATERLOO 14 hour(s) per week, every week, starting 13-May-2024 and ending 29-Jun-2025 Hourly combined

[More Info](#)

**Focus Of Intervention:** \*\*\*\* Client being d/c from hospital May 3, service offer resubmitted in the hope that patient may be prioritized on IALP wait list\*\*\* BID visits- Pt += deconditioned and Pt is to be in bed 23hrs/day but able to transfer indep: dressing, shower. Sponge bath, light meal prep and housekeeping as needed and medication assistance, emptying bedside commode, linen changes as needed .  
**Waitlist Comments:** \*\* REQUIRED: CarePartners (RC WEL) \*\* IALP

[More Info](#)

1. **Waitlisted:** Patient service plan is waitlisted with no offers for service yet.

2. **Partial received:** Patient service plan has received at least one partial service offer but has not yet been processed or assigned by OH atHome staff. SPOs may still respond with additional offers.

3. **Partially assigned:** Patient service plan is waitlisted with part of the service requirement fulfilled. SPOs may still respond with additional offers.

4. **Full Received:** At least one submission has been received to fulfill all requested hours, but it has not yet been processed by OH atHome staff. SPOs may still respond with additional offers.

5. **Fully assigned:** A submission has been received to fulfill all requested hours, and the referral process initiated by OH atHome staff. Note: patients with this status are not shown on Waitlist page. SPOs are NOT able to respond with further offers.

- Select '**More Info**' button to view Focus of Intervention and any Waitlist Comments – one or both may be hidden by OH atHome if there is any Personal Health Information (PHI) in those fields.
- Definitions of Waitlist Status are available by selecting '**i** information button

### 4. View Waitlist Details

- Clicking on the Billing Reference Number (BRN) opens the Waitlist Details page:
  - On the **left side**, you can review additional details under the headers: Overview, Geography, Schedule (Active Provider and Frequency + Waitlist Frequency and Comments), Safety (active Risk Codes and Safety Issues), and Other.

Scroll down Waitlist Details page to see other information like Safety.

- On the **right side**, there is the section to submit Waitlist Request Form, with other SPO submissions received below.
- Previous submissions are visible below in order received and with Full submissions showing above Partial submissions, and their relative Status (see next section Review Submissions for Submission Status definitions).

550625073  
 Area: Waterloo Wellington

[Home](#) > [Waitlist](#) > Waitlist Details

## Waitlist Details

### Overview

BRN	630853613
Triage Authorization Priority	PS-TAP-06
Waitlist LOS	190
Waitlist Start Date	2024-11-06
Service Type	Hourly Homemaking - Combined personal support & housekeeping home
Waitlist Status	Partial Received

### Geography

Area	Champlain
Institution	
Street	Highway 17 East
City	Deep River
Geographic Area	Western Champlain
FSA	K0J

### Schedule

Active Provider And Frequencies	CH-Bayshore Home Health 10.00 hour(s) per week, every 2 weeks, starting 30-Dec-2024 and ending 06-Jun-2025 Hourly combined CH-Bayshore Home Health 9.00 hour(s) per week, every 2 weeks, starting 23-Dec-2024 and ending 06-Jun-2025 Hourly combined
Waitlist Frequency	1 visit(s) per week, 1 hour(s) each visit, every 2 weeks, HS is starting 17-Nov-2024 and ending 09-Feb-2025, 1 on 1 hour(s) each visit, every week, HS is

### Waitlist Request Form

Start Date \*

Contract \*  
 Select a Contract

☐ Full  
☐ Partial

Comments

### SPO Submissions

SPO Name	Ontario Health atHome
Contract	Bayshore Healthcare Solutions Ltd.
Status	Received
Start Date	2025-06-08
Created	2025-06-06, 2:09:45 p.m.
Coverage	Partial
Hours Of Service	4
Frequency Of Hours	4 visits per week, 1 hour each visit
Comments	Can offer 1 hour HS Mon, Tues, Wed, Fri

### 5. Submit Waitlist Request Form by selecting:

- Start Date
- Contract
- Full or Partial
- If selecting Partial, additional fields will open to add Hours and Frequency. These are mandatory fields. The Reset button will clear the form.
- Additional Comments can be added with free text (e.g. how the hours would be allocated to days of the week, times of the day if submitting Partial coverage)
- Submit
- This will in most cases update the Waitlist Status, for example:
  - If currently Waitlisted or Partial Received, a Full coverage submission would update the Waitlist Status to Full Received.

Mandatory fields are labelled with an asterisk.

### Waitlist Request Form

Start Date \*

2025-06-09

Contract \*

Bayshore Healthcare Solutions Ltd.

☐ Full

☒ Partial

Hours \*

4

Frequency \*

4 visits per week, 1 hour each visit

Comments

Can offer 1 hour HS Mon, Tues, Wed, Fri


Submit

Reset

## Reviewing Submissions

### 1. Select 'Review Submissions'

- Allows review of the status of previous submissions in the context of all the other SPO submissions for the same patient.
- SPO will see their own submissions and can release hours for those that were assigned to another SPO.
- The history of submissions is maintained for five (5) days after a patient is removed from the waitlist

 **Ontario Health atHome** Partner Portal

## Home

Welcome to the **Ontario Health atHome PSS Waitlist**.

The Waitlist is updated at 9:00am, 12:00pm, and 4:00pm daily.

[Waitlist](#)

[Review Submissions](#)

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2. Use Filter for my Company button at the top
3. **Select BRN** to review the status of the submissions made by all the SPOs, including multiple from own SPO (e.g. able to offer more hours as time passed)

### Submission Status Definitions:

- Referral Sent: OH atHome has accepted the submission and has sent offer/referral to that SPO as per submission parameters
- Not Accepted: applied to all other submissions once one is updated as Referral Sent by OH atHome
- In Review: submission is being worked on by OH atHome staff, SPOs can still submit
- Declined: added manually by OH atHome staff if submission doesn't match requirements or when SPO declines the offer
- Received: submission has been entered but not yet actioned by OH atHome staff

Home > Submissions

### Submissions

Filter for Saint Elizabeth Health Care

Filters

- SPO: Saint Elizabeth Health Care X

Submission Status

Received (4)

SPO

Saint Elizabeth Health Care (4)

Contract

Saint Elizabeth Health Care (4)

Area

North Simcoe Muskoka (4)

Clear Filters

Enter a search term

Found 4 results in 0.23 seconds

[BRN 640416378](#)

SPO: Saint Elizabeth Health Care  
Contract: Saint Elizabeth Health Care  
Received: Wednesday, May 21, 2025 at 02:34 PM  
Coverage: Full  
Submission Status: **Received**

[BRN 640435639](#)

SPO: Saint Elizabeth Health Care  
Contract: Saint Elizabeth Health Care  
Received: Wednesday, May 21, 2025 at 03:46 PM  
Coverage: Full  
Submission Status: **Received**

[BRN 631016104](#)

SPO: GEM Health Care Services Inc  
Contract: GEM Health Care Services Inc-Services  
Received: Tuesday, April 22, 2025 at 06:18 AM  
Coverage: Full  
Submission Status: **Referral Sent**

SPO: Ottawa Home Care  
Contract: Ottawa Home Care  
Received: Tuesday, April 8, 2025 at 03:28 AM  
Coverage: Partial  
Submission Status: **Not Accepted**

SPO: CarePartners  
Contract: CarePartners  
Received: Thursday, April 10, 2025 at 04:38 AM  
Coverage: Partial  
Submission Status: **Declined**

### NOTES:

- OH atHome can override the "Not Accepted" status and accept more than one partial submission to fulfill the entire service plan.
- Once OH atHome has accepted a submission by updating Submission Status as Referral Sent, SPO submissions will be retained for five (5) days in the event the selected submission does not go through, and a different submission needs to be accepted by OH atHome instead.

4. Service Offer/ Referral is received from OH atHome via HPG as per usual process.

## Adult PSS Waitlist Application Job Aid - Service Provider Organizations

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Job Aid Title: Adult PSS Waitlist App Job Aid for Service Provider Organizations	
Created Date:	June 17, 2025
Modified Date:	
Next Review Date:	