

Access to Primary Care

Seniors and Adults (18+)



Overview

Access to Primary Care (APC) transportation provides Personal Support Worker (PSW)-accompanied transportation to and from medical appointments for clients who have mobility or other related challenges.

Eligibility Criteria

This service is suitable for any client who is frail, has special needs, or has needs related to ageing or disability; and requires PSW support with mobility or with activities of daily living (meal preparation, personal care, dressing, homemaking, etc.)

Service Provider

Service is provided by certified Personal Support Workers with experience driving clients and the training needed to prepare them for most situations – including First Aid, CPR (level C), safe lifts and transfers, and safe oxygen handling, among others.

Transportation may be provided through the staff's own vehicle or using a CCD accessible vehicle. Staff are licensed to drive in Ontario, carry their own insurance and undergo a rigorous screening process before undergoing thorough onboarding.

Limitations

All rides must be booked through Community Care Durham. Community Care Durham assumes no liability or responsibility for services undertaken or arranged without the knowledge or approval of the local office.

Clients must have a pathway from their door to the vehicle that is safe and free from obstacles and hazards, and free from ice and snow during the winter months. If the walkway or entryway are unsafe for the staff or client, staff may be unable to complete the HAL service as required.

APC is only available for OHIP-funded medical appointments within Durham Region.

Cost

The client is responsible for parking fees, to be paid in cash at the time of the appointment.

Key Considerations

The client is responsible for paying any parking fees in cash at the time of the drive. Staff do not carry change. Cheques will not be accepted. Please, **no tipping**.

When Booking a Drive

Access to Primary Care (APC) is available Monday to Friday, 9:00 a.m. to 5:00 p.m. – in extenuating circumstances there may be limited evening availability.

APC is available across Durham Region, including Pickering, Ajax, Whitby, Oshawa, Clarington, Scugog, Port Perry, Uxbridge, Beaverton, Brock, and Cannington; and surrounding areas.

Please provide the office the following information when requesting service:

- Date, time, and address of your appointment
- Name and contact information for the clinic or hospital where your appointment is occurring
- If you require any assistive devices such as a cane or walker; and whether you have your own devices or need to borrow a device from CCD for the duration of service being provided

Contact

To book a ride, please call 1-888-255-6680 or complete the online referral form:
<https://www.communitycaredurham.on.ca/request-service/>

Related Services

<https://www.communitycaredurham.on.ca/services/transportation/>
<https://www.communitycaredurham.on.ca/services/home-at-last/>