

# Ontario Community Physiotherapy Clinic Program: Patient Information

Questions? Please visit:

[www.ontario.ca/physiotherapy](http://www.ontario.ca/physiotherapy)

Ontario's Community Physiotherapy Clinic Program is available to eligible patients, free of charge. The Program funds select clinics to help people recover from recent illnesses, injuries and surgeries, or flare-ups of chronic conditions.

## Who is eligible?

You can enter the Program if you have experienced:

1. A recent illness, injury, accident, or surgery that led to a decline in function or movement; or
2. A flare-up or worsening of symptoms from a previous fall, accident, surgery, or chronic condition that led to a decline in function or movement.

You must also:

1. Have a valid Ontario health card, and
2. Be 65 years or older, 19 years or younger, or any age if you were discharged from hospital following an overnight stay or an outpatient/day surgery procedure within the last 12 months.

You can also participate if you are approved for the Ontario Disability Support Program (ODSP) or Ontario Works (OW). In that case, an Ontario health card is not required and there are also no age requirements.

## Who is not eligible?

You are not eligible to participate in the Program if you:

- Want to keep an existing level of function or ability to move
- Want long-term rehabilitation (talk to your health care provider for options)
- Need specialized services (e.g. for stroke and heart attack recovery)
- Receive other physiotherapy services funded through auto insurance, the Workplace Safety Insurance Board (WSIB) or by other government-funded healthcare programs (e.g. in-home physiotherapy).

Patients who have questions related to Total Hip and Total Knee Replacements should contact their Bundled Care hospital provider or Bundled Care at: [bundledcare@ontario.ca](mailto:bundledcare@ontario.ca).

## How does the Program work?

### 1. Eligibility

A physiotherapist will then determine if you are eligible.

If you are not eligible, you may:

- Get coverage through private or workplace insurance, or
- Pay for physiotherapy services on your own

You may also have to pay for the assessment if you are not eligible.

## 2. Assessment

If you are eligible, the physiotherapist will do an assessment, diagnose your condition and develop a treatment plan.

Your plan will include goals that are based on your assessment that are reasonable and measurable (e.g. to walk to the grocery store again).

## 3. Treatment

There is no pre-set limit to the number of visits you can receive. The number of visits you receive with your physiotherapist will be based on your treatment plan and the progress you are making towards achieving your goals.

You can also be treated for more than one condition at the same time.

## 4. Discharge

Your physiotherapy will end when:

1. You've achieved the goal(s) in your treatment plan, or
2. You can achieve your goals on your own or through a home exercise, exercise and falls program, or similar program, or
3. Continuing physiotherapy would not help you improve.

Additional information on exercise and falls prevention programs can be located by visiting [www.ontario.ca/page/exercise-and-falls-prevention-programs](http://www.ontario.ca/page/exercise-and-falls-prevention-programs).

If a patient presents with a physician or nurse practitioner referral, the physiotherapy clinic will send a report to your referring doctor or nurse practitioner once your visits have ended. The report will list the treatment you received and the goals you achieved.

The physiotherapy clinic should also give you exercises to do at home. You may also be given a list of support services in your community. You can learn more about support services in your community by:

Visiting [www.ontario.ca/healthcareoptions](http://www.ontario.ca/healthcareoptions)  
Contacting your Home and Community Care Support Services ([www.healthcareathome.ca](http://www.healthcareathome.ca))

Calling the Seniors' INFOline at 1-888-910-1999 or TTY: 1-800-387-5559

## What if I want more physiotherapy after I've been discharged?

You may be eligible to receive additional physiotherapy under the Program as long as you meet all of the requirements outlined above.

You will not be eligible for further treatment if you wish to maintain your level of function or ability to move, or if your physiotherapist finds your function or mobility has remained the same since you were discharged—even if you have a referral from your doctor or nurse practitioner.

If you are not eligible to receive additional physiotherapy under the Program, you can:

- Get coverage through private or workplace insurance, or
- Pay for physiotherapy on your own

## Do I have to wait?

Wait times for physiotherapy under the Program vary. Clinics manage their wait lists based on the urgency of a patient's condition. Be sure to ask the clinic about their wait times.

You have the option to:

- Be placed on a wait list
- Visit another clinic that offer services within the Program in your area
- Find coverage through private or workplace insurance, or
- Pay for physiotherapy services on your own. A link to a list of clinics participating in the Program can be found at [www.ontario.ca/physiotherapy](http://www.ontario.ca/physiotherapy)

## Questions or Concerns? Call ServiceOntario INFOline:

In Toronto 416-314-5518  
Toll Free 1-866-532-3161  
TTY 1-800-387-5559  
Available 8:30am - 5:00pm