

Cataract Wait Time Guarantee

Province-wide Launch

**Provider Education for the LHINs and participating
Hospitals & Ophthalmic Surgeons**

March 2009

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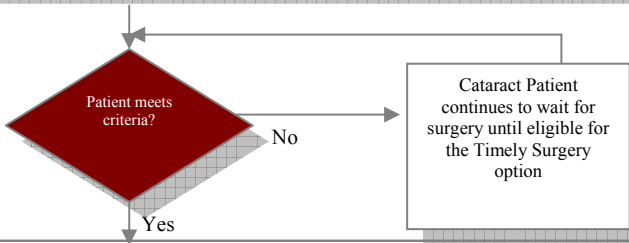
Cataract Wait Time Guarantee: *Patient Flow*

Step 1: Start

- Specialist will:
 - Distribute Program Fact Sheets via mail out to their Cataract Patients that are already on the wait list and that are eligible for Cataract Wait Time Guarantee (CWTG) program.
 - Distribute Program Fact Sheets to new patients at the decision-to-treat interval advising them of the Timely Surgery option under the CWTG program.

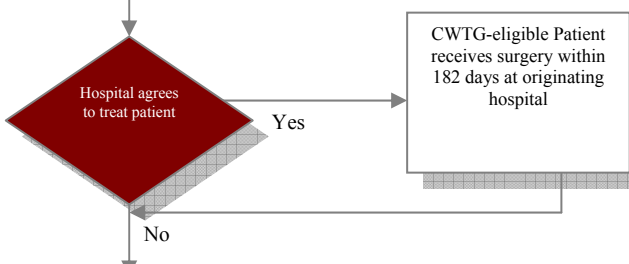
Step 2: Cataract Patient contacts Care Connector – 4 months

- The Cataract Patient contacts the Care Connector via a 1-800 telephone number should he or she volunteer to receive Timely Surgery. Care Connector collects patient’s personal information.
- Care Connector must determine that the Cataract Patient is in fact at risk of not receiving treatment within 182 days via the patient’s Wait Time Information System (WTIS) entry at their Originating Hospital. Furthermore, the Cataract Patient’s personal information must also match their WTIS entry.



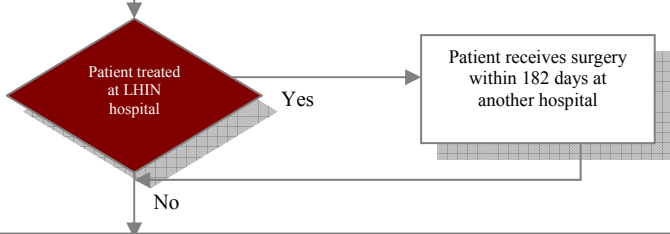
Step 3: Timely Surgery at Originating Hospital – between 4 & 6 months

- The Care Connector must determine if the Originating Hospital, where the CWTG-eligible Patient is currently on the wait list, agrees/declines to treat the patient within the next two months.



Step 4: Timely Surgery at another hospital within the Catchment LHIN – between 4 & 6 months

- The Care Connector finds another hospital within the Catchment LHIN to perform the surgery within the next two months.



Step 5: Timely Surgery in Toronto at KEI or The Scarborough Hospital – between 4.25 & 6 months

- Patient receives treatment at Kensington Eye Institute (KEI) or at The Scarborough Hospital (TSH) depending on procedural complexity (simple versus complicated cataract surgery, i.e. co-morbidity implications).

Between Steps 3 & 5

- The Care Connector will need to track which healthcare facility provided treatment to the CWTG-eligible Patient for allocation and MLAA purposes.

After Step 5

- The Care Connector will need to follow-up with the Surgery Site to determine if the case was in fact completed as Timely Surgery. If Timely Surgery was provided, the Care Connector will advise the Originating Hospital to close out the CWTG-eligible Patient’s WTIS entry. If the Cataract Patient did not receive Timely Surgery, the Care Connector will need to track the reason why.

Clinical Care Pathway Definitions

Accommodate means a decision to provide Timely Surgery to a CWTG-eligible Patient made by the Treating Surgeon in consultation with the Surgery Site;

Attending Surgeon means the ophthalmic surgeon at the Originating Hospital who is responsible for the care and treatment of the Cataract Patient at the time of the Decision-To-Treat Date;

Care Connector means in respect of the CWTG the clinical patient surgery coordinator located at the CCAC who is responsible for:

- a) assisting the CWTG-eligible Patients with options for Timely Surgery;
- b) arranging Timely Surgery for CWTG-eligible Patients; and
- c) confirming whether or not the CWTG-eligible Patient requires a travel grant.

Care Connector Contact Time means the time period that is 121 days to 140 days after the Decision-To-Treat Date;

Care Connector Script means the recommended conversation script to be used by the Care Connector upon his or her first contact with the Cataract Patient to advise the Cataract Patient of the purpose for which his or her personal information will be used;

Cataract Coordinator means the employee of a hospital or healthcare facility (that provides cataract surgery services) responsible for:

- a) at the request of the Care Connector, confirming through the WTIS, the Cataract Patient's identity and eligibility for Timely Surgery;
- b) working with the hospital's ophthalmic surgeons to determine whether or not Timely Surgery can be provided to a CWTG-eligible Patient;
- c) communicating to the Care Connector the decision of whether or not the hospital will be able to provide Timely Surgery to the CWTG-eligible Patient;
- d) ensuring that the CWTG-eligible Patient's medical assessment and decision-to-treat documentation is transferred to the Treating Surgeon, if the Treating Surgeon is not the Attending Surgeon; and
- e) confirming with the Care Connector that the Timely Surgery was completed and if not, the reason or reasons why it was not.

Cataract Patient means an Insured Person who has been diagnosed by his or her Attending Surgeon as requiring cataract surgery and who is placed on a WTIS wait list for the surgery at a hospital within Ontario;

CWTG-eligible Patient means a Cataract Patient,

- a) who has waited more than 120 days for cataract surgery, as measured from the Decision-To-Treat Date, and

- b) who does not have a scheduled surgery date within 182 days from the Decision-To-Treat Date;

Cataract Timely Surgery Tracking Tool means the information management and information technology tool developed by the Ministry to assist Care Connectors with tracking the following information under the CWTG:

- a) patient identification & verification of patient eligibility;
- b) Timely Surgery options; and
- c) program performance & compliance.

Cataract Timely Surgery Travel Assistance (CTSTA) means the amount of financial assistance for which an Insured Person is eligible for under the CWTG;

Cataract Wait Time means the time measured from the Decision-To-Treat Date to the date that the cataract surgery is actually performed;

Cataract Wait Time Guarantee (CWTG) means the province-wide program funded by the Ministry to provide Timely Surgery to CWTG-eligible Patients across Ontario who have a Decision-To-Treat-Date;

Catchment LHIN means:

- a) the LHIN in which the CWTG-eligible Patient's Originating Hospital is located;
- b) a LHIN with a geographic area that borders the LHIN in which the CWTG-eligible Patient's Originating Hospital is located; and
- c) any LHIN in which a close family member of the CWTG-eligible Patient resides.

Community Care Access Centre (CCAC) means one of the 14 CCAC offices across Ontario;

Community Health Centres means non-profit health facilities that provide primary health and health promotion programs for individuals, families and communities;

Decision-To-Treat Date means the date on which the Cataract Patient is advised by the Attending Surgeon that the Cataract Patient requires cataract surgery;

Extenuating Circumstance means one of the following reasons that may prevent a CWTG-eligible Patient from obtaining Timely Surgery pursuant to this CWTG:

- a) complex or changed ocular status which precludes surgery (e.g. age-related Macular Degeneration);
- b) unplanned operating room closure;
- c) significant increase in higher priority cases;
- d) surgeon illness/unforeseen absence from practice; and
- e) patient illness.

Health Care Connect means the province-wide program established by the Ministry to refer Insured Persons without a family health care provider to a family health care provider who may be willing to accept new patients;

Insured Person means a person who is entitled to insured services under the *Health Insurance Act*, R.S.O. 1990, c.H,16 and the regulations thereunder;

iPORT Access means the web-based wait time reporting system linked to the WTIS that uses real-time aggregate Cataract Wait Time data at the hospital and surgeon level;

Kensington Eye Institute (KEI) means the health care facility licensed under the *Independent Health Facilities Act* located at 340 College Street, Suite 600, Toronto, Ontario M5T 3A9;

Local Health Integrated Network (LHIN) means one of the 14 LHINs across Ontario;

Ministry means the Ministry of Health and Long-Term Care;

Originating Hospital means the hospital in the LHIN where the CWTG-eligible Patient was assessed and diagnosed by an Attending Surgeon;

Program Fact Sheet means the Ministry fact sheet that,

- a) summarizes the CWTG, including patient eligibility, and
- b) provides a 1-800 telephone number for the Cataract Patient to contact the Care Connector;

Surgery Site means the hospital or health care facility where the Treating Surgeon will perform or has performed the cataract surgery on the CWTG-eligible Patient;

The Scarborough Hospital means the Grace Campus site of the hospital, located at 3030 Birchmount Road, Scarborough, Ontario, M1W 3W3;

Timely Surgery means,

- a) in respect of a CWTG-eligible Patient who has contacted their Care Connector within the Care Connector Contact Time,
 - (i) cataract surgery that is within 182 days of the Decision-to-Treat Date, and
- b) in respect of a CWTG-eligible Patient who has contacted their Care Connector beyond the Care Connector Contact Time,
 - (i) cataract surgery within 50 days of the date of contact;

Treating Surgeon means the ophthalmic surgeon who commits to perform or has performed the cataract surgery for the CWTG-eligible Patient;

Violation of the Timely Surgery Commitment means the Surgery Site has failed to deliver Timely Surgery and the reasons for failing to do so do not fall within the definition of an Extenuating Circumstance under the CWTG; and

Wait Times Information System (WTIS) means the Ministry registry maintained by Cancer

Care Ontario that, among other things, tracks and measures the Cataract Wait Time for Cataract Patients.

Clinical Care Pathway Procedure

Step 1: Start

Each of the LHINs will send the Program Fact Sheet to the Cataract Coordinators within their respective jurisdictions. The Cataract Coordinators will then distribute the Program Fact Sheet to their respective Attending Surgeons.

The Attending Surgeon will distribute Program Fact Sheets in two ways:

1. Direct mail by Attending Surgeon to CWTG-eligible Patients already wait listed in the WTIS when the CWTG commences.

The Program Fact Sheet will be accompanied by a communications letter from the Attending Surgeon, following a Ministry developed template.

2. Hand delivered by Attending Surgeon to persons who become Cataract Patients after the CWTG commences.

On the Decision-To-Treat Date, the Cataract Patient is added to the WTIS wait list.

The Attending Surgeon will advise the Cataract Patient of the CWTG and will provide the patient with the Program Fact Sheet.

Step 2: Cataract Patient contacts Care Connector

When the Cataract Patient contacts the Care Connector, the Care Connector will use the Care Connector Script. The Care Connector Script is as follows:

Thank you for calling. My name is XXXXX and I will be acting as your Care Connector under Ontario's Cataract Wait Time Guarantee program. Do you have any questions regarding the program? In order to facilitate your Timely Surgery, I will first need to collect some personal information for the purposes of establishing your identity, and confirming your eligibility for this program. Without this information, I cannot proceed with your registration.

The Care Connector will then proceed to collect and verify the Cataract Patient's personal information, including Health Card Number, for identification purposes and to determine program eligibility. Verification of the Health Card Number is via the 24/7 Lookup for the OHIP Registered Persons Database (RPDB).

After the initial patient contact, the Care Connector will contact the Cataract Coordinator at the Originating Hospital to request confirmation of the patient's identity and program eligibility through the Cataract Patient's wait time profile in the WTIS.

If the information provided to the Care Connector by the Cataract Patient does not match the WTIS entry for the Originating Hospital, the Care Connector will advise the Cataract Patient to work with his or her Attending Surgeon to ensure that the information is captured accurately within the WTIS in order to establish identity and ensure program eligibility.

If the Cataract Patient has not waited more than 120 days, the patient will not be confirmed as a CWTG-eligible Patient. The Care Connector will contact the Cataract Patient and advise the patient of the Care Connector Contact Time. If there is any dispute regarding the Cataract Wait Time, the Cataract Patient should work with his or her Attending Surgeon to resolve the dispute.

From the time the Cataract Coordinator confirms identity and eligibility, the Care Connector has 1 business day to communicate to the CWTG-eligible Patient that the patient is eligible for the CWTG.

If the information collected by the Care Connector matches the Cataract Patient's profile in WTIS, identity is established and if the patient is confirmed as a CWTG-eligible Patient, the Care Connector continues to work with the Originating Hospital Cataract Coordinator – see Step 3.

Step 3: Timely Surgery at Originating Hospital

Once confirmed as a CWTG-eligible Patient, the Care Connector will continue working with the Originating Hospital's Cataract Coordinator to determine if the Originating Hospital agrees to provide Timely Surgery. The Care Connector will specify how much time remains for the Originating Hospital to provide Timely Surgery.

a) Decision to Accommodate

If the decision is to **Accommodate**, the Treating Surgeon at the Originating Hospital will confirm the consultation date, the surgery date and the 1-month post-operative follow-up date directly with the CWTG-eligible Patient. The Cataract Coordinator will communicate these dates to the Care Connector (the Cataract Coordinator has 2 business days to communicate this information to the Care Connector).

Where the Treating Surgeon at the Originating Hospital is not the Attending Surgeon:

- the Originating Hospital Cataract Coordinator will advise the Attending Surgeon to share his or her medical assessment and decision-to-treat documentation with the Treating Surgeon, and
- the Treating Surgeon will consult with his or her new patient and reassess the CWTG-eligible Patient accordingly for Timely Surgery.

Within 5 days after the scheduled surgery date, the Care Connector will follow-up with the Originating Hospital Cataract Coordinator to confirm that surgery was actually completed as Timely Surgery. If the surgery was not completed and did not meet the definition of Timely Surgery, the Care Connector will track the reason for program compliance purposes to ensure the reason fell within the definition of an Extenuating Circumstance or if the reason fell within the Violation of the Timely Surgery Commitment. The Care Connector will work with the Originating Hospital Cataract Coordinator to have the patient treated as soon as possible.

If the surgery was completed, the Care Connector will request that the Originating Hospital Cataract Coordinator close out the CWTG-eligible Patient's WTIS entry.

b) Decision Not to Accommodate

If the Attending Surgeon in consultation with the Originating Hospital determines that the patient **cannot be Accommodated** at the Originating Hospital, the Attending Surgeon's office will

communicate this information to the hospital Cataract Coordinator. The Cataract Coordinator will inform the Care Connector of the decision (the Cataract Coordinator has 2 business days to communicate this information to the Care Connector).

Step 4: Timely Surgery in the Catchment LHIN

If the CWTG-eligible Patient cannot be Accommodated by an ophthalmic surgeon at the Originating Hospital, the Care Connector will attempt to locate 2 hospitals within the Catchment LHIN who will agree, in consultation with their ophthalmic surgeons, to provide the Timely Surgery.

The Care Connector will contact the 2 hospitals within the Catchment LHIN ranked by the shortest Cataract Wait Time and shortest distance to the CWTG-eligible Patient using iPORT Access, to determine if the hospitals agree to provide Timely Surgery. If only one or if neither agree to Accommodate, the Care Connector will contact additional hospitals within the Catchment LHIN to attempt to find 2 hospitals ranked by the shortest Cataract Wait Time and shortest distance to the CWTG-eligible Patient. The Cataract Coordinators at the hospitals within the Catchment LHIN have 2 business days to communicate their decision-to-treat the CWTG-eligible Patient to the Care Connector.

The Care Connector will advise each contacted hospital of how much time remains for the hospital to provide Timely Surgery.

a) Decision to Accommodate

Once Cataract Coordinators for 2 hospitals within the Catchment LHIN have communicated to the Care Connector their hospital's decision to **Accommodate**, the Care Connector will then present these Timely Surgery options to the CWTG-eligible Patient and will work with the Surgery Site chosen by the patient. The Treating Surgeon at the Surgery Site will confirm the consultation date, the surgery date and the 1-month post-operative follow-up date directly with the CWTG-eligible Patient. The Cataract Coordinator at the Surgery Site will advise the Care Connector of these dates. The Care Connector will:

- contact the Originating Hospital to request the Originating Hospital Cataract Coordinator to advise the Attending Surgeon to share his or her medical assessment and decision-to-treat documentation with the Treating Surgeon, and
- request, through the Surgery Site's Cataract Coordinator, that the Treating Surgeon consult with his or her new patient and reassess the CWTG-eligible Patient accordingly for Timely Surgery.

Within 5 days after the scheduled surgery date, the Care Connector will follow-up with the Cataract Coordinator at the Surgery Site to confirm that surgery was actually completed as Timely Surgery. If the surgery was not completed and did not meet the definition of Timely Surgery, the Care Connector will track the reason for program compliance purposes to ensure the reason fell within the definition of an Extenuating Circumstance or if the reason fell within the definition of a Violation of the Timely Surgery Commitment. The Care Connector will work with the Cataract Coordinator at the Surgery Site to have the patient treated as soon as possible.

If the surgery was completed, the Care Connector will request that the Originating Hospital Cataract Coordinator close out the CWTG-eligible Patient's WTIS entry.

b) Decision Not to Accommodate

If the patient **cannot be Accommodated** by a hospital in the Catchment LHIN, the Care Connector will proceed to Step 5.

Step 5: Timely Surgery in Toronto at the KEI or The Scarborough Hospital

If the patient cannot be Accommodated by a hospital in the Catchment LHIN, the Care Connector will contact the Cataract Coordinator at the KEI, advising how much time the KEI has in order to provide Timely Surgery. The KEI Cataract Coordinator will advise the Care Connector and the CWTG-eligible Patient of the date of surgery within 1 day of this contact.

The Care Connector will then:

- contact the Originating Hospital to request that the Originating Hospital Cataract Coordinator advise the Attending Surgeon to share his or her medical assessment and decision-to-treat documentation with the KEI triage clinic;
- request that the CWTG-eligible Patient,
 - contact his or her family physician to request that the family physician send the results of a physical exam performed within the last three months to the KEI triage clinic, or
 - if the patient does not have a family physician, have a physical exam done as soon as possible. The patient may be referred to a local walk-in clinic or other available family health care provider. The patient should also be referred to the Health Care Connect program once it is available if the patient is without a family doctor and is seeking one.

The CWTG-eligible Patient will be assessed by the KEI triage clinic as suitable for cataract surgery at the KEI if the required surgery is not procedurally complex and there are no co-morbidity implications.

In order to be eligible for cataract surgery at the KEI, CWTG-eligible Patients must meet the following patient selection criteria, i.e. they must be

1. Stable ASI 1-111 patients able to undergo cataract surgery using local anaesthesia infiltration,
2. Able to lie supine for 30 minutes without coughing.

In addition, the CWTG-eligible Patient must be accompanied by a responsible adult for escort home, and to provide translation if necessary.

The following patients will be accepted at the KEI for surgery:

- Pacemaker patient - at least 2 months post implantation.
- Anti-coagulated patients – will be maintained by ophthalmologists.
- Stable coronary artery disease.
- Asthmatic patient – must bring their meds/puffers to the KEI.
- Stable peritoneal dialysis patients - must be 1-2 days post dialysis.

- NIDDM patients - must not take morning hypoglycaemic.

The following patients cannot be treated at the KEI:

- Patients who cannot lie flat.
- Patients who cough frequently.
- Uncooperative or mentally impaired patients.
- Patients with severe sleep apnea.
- Morbidly obese patients.
- Patients with proven sickle cell disease.
- Patients requiring planned retrobulbar blocks.
- Patients on continuous haemodialysis.
- Claustrophobic Patients
- IDDM patients.

If the CWTG-eligible Patient is assessed as unsuitable for cataract surgery at the KEI, the Cataract Coordinator at the KEI will refer the CWTG-eligible Patient to a Treating Surgeon at The Scarborough Hospital.

a) Projected Surgery Cycle at the KEI

The assessment, surgery and 1 day post-operative follow-up of the CWTG-eligible Patient at the KEI should be completed within three days between Monday and Friday:

- Day 1 - Patient is assessed at the KEI triage clinic and will be referred for surgery the following day;
- Day 2 - Patient meets with the Treating Surgeon at the KEI and undergoes surgery; and,
- Day 3 - Patient receives 1 day post-operative assessment with Treating Surgeon at the KEI.

b) Projected Surgery Cycle at The Scarborough Hospital

The assessment, surgery and post-operative follow-up of the CWTG-eligible Patient at The Scarborough Hospital may vary due to the procedural complexity and co-morbidity of the CWTG-eligible Patient:

- Patient is assessed at the KEI triage clinic and will be referred for surgery to The Scarborough Hospital;
- Patient receives pre-operative assessment by the Treating Surgeon and the Anaesthetist Team at The Scarborough Hospital;
- Patient receives 1 day post-operative assessment with Treating Surgeon at The Scarborough Hospital.

Post-Surgery at the KEI or The Scarborough Hospital

If it is determined that there are no post-operative complications: the patient has the option of being referred back to their Attending Surgeon for a 1 week and 1 month post-operative follow-up or the patient may choose to receive follow-up care with the Treating Surgeon. However, in the event that there are post-operating complications, the patient will have to return to the Surgery Site for post-operative care and treatment from the Treating Surgeon.

Within 5 days after the scheduled surgery date, the Care Connector will follow-up with the Cataract Coordinator at the Surgery Site to confirm that surgery was actually completed as Timely Surgery. If the surgery was not completed and did not meet the definition of Timely Surgery, the Care Connector will track the reason for program compliance purposes to ensure the reason fell within the definition of an Extenuating Circumstance or if the reason fell within the definition of a Violation of the Timely Surgery Commitment. The Care Connector will work with the Cataract Coordinator at the Surgery Site to have the patient treated as soon as possible.

If the surgery was completed, the Care Connector will request that the Originating Hospital Cataract Coordinator close out the CWTG-eligible Patient's WTIS entry.

CWTG Assumptions

Timely Surgery Target

It is intended that cataract surgery will be provided within 182 days. The target of 182 days represents the time between the specialist's decision-to-treat the patient and the scheduled surgery date.

Program Eligibility

The CWTG specifically targets those patients that are at risk of waiting beyond 182 days for their cataract surgery. CWTG-eligible Patients are defined as those patients who have waited more than 120 days for cataract surgery, as measured from the Decision-To-Treat Date, and who do not have a scheduled surgery date within 182 days from the Decision-To-Treat Date.

Please note that the patient must be an Insured Person and on a WTIS wait list for cataract surgery at a hospital within Ontario.

Scope of the CWTG

Any CWTG-eligible Patient is eligible to participate in the CWTG program to access Timely Surgery.

CCAC Care Connector Role

In respect of the CWTG, the Care Connector is a clinical patient surgery coordinator located at the CCAC to assist patients with Timely Surgery options at different health care facilities. The Care Connectors are employed by CCACs under the Health Care Connect program and serve patients registered under either program.

CCAC Care Connector's contact with the health care system under the CWTG

The Care Connector will liaise with the designated Cataract Coordinators within the hospitals only, and the Cataract Coordinators, in turn, will work closely with surgeons' offices to prioritize CWTG-eligible Patients in order to provide them with Timely Surgery options.

Additional cataract surgeries completed under the CWTG

2009-10: Wait Time Allocation Funding Conditions

The hospital, from whose wait list the CWTG-eligible Patient is taken, will cover the patient's procedural costs at another health care facility. Please note that the Surgery Site, that has failed to deliver Timely Surgery under the CWTG and the reasons for failing to do so do not fall within the definition of an Extenuating Circumstance, will not receive payment for that specific cataract surgery.

The hospital from whose wait list the CWTG-eligible Patient is taken, will offset some of the patient's associated travel and accommodation expenses (where applicable).

Patient refusal of Timely Surgery

Once enrolled in the CWTG, the CWTG-eligible Patient has the right to refuse surgery at any point throughout the clinical pathway.

Communication of the CWTG

Details of the CWTG will be communicated via the Program Fact Sheet to be distributed by ophthalmic surgeons to their patients.

Wait List Tracking

Under the CWTG, all CWTG-eligible Patients who are scheduled for treatment at a Surgery Site other than the Originating Hospital will remain on the Originating Hospital's wait list. The Care Connector will request that the Originating Hospital Cataract Coordinator close out the patient's WTIS profile once the surgery is completed.

Care Connector IM/IT Tracking Tools

The Care Connector will use iPORT Access reports that include real-time aggregate Cataract Wait Time data by hospital and surgeon to determine which LHIN hospital and surgeon can provide Timely Surgery. Additionally, Care Connectors will enter and track all CWTG-eligible Patients served in the Cataract Timely Surgery Tracking Tool.

LHIN role under the CWTG

The LHIN will monitor the impact of the CWTG on their cataract surgery targets as specified in the Ministry LHIN Accountability Agreements using monthly reports from the Cataract Timely Surgery Tracking Tool to be provided by the CCAC-based Care Connectors.

Please note that reports provided to the LHIN from the Cataract Timely Surgery Tracking Tool will filter out all patient identifying information.

Ministry role under the CWTG

The Ministry will monitor the performance of the CWTG and track the shift of cataract cases

between health care facilities in order to allocate funding accordingly using monthly reports from the Cataract Timely Surgery Tracking Tool to be provided by the CCAC-based Care Connectors.

Please note that reports provided to the Ministry from the Cataract Timely Surgery Tracking Tool will filter out all patient sensitive and identifying information.

Travel Assistance

As part of the CWTG, financial travel assistance will be awarded to eligible CWTG-eligible Patients (patients requesting Timely Surgery at the Surgery Site located at least 100 kilometres from their area of residence) under the Cataract Timely Surgery Travel Assistance (CTSTA) program. The Care Connector is required to certify the need for all patient travel under the CTSTA program.

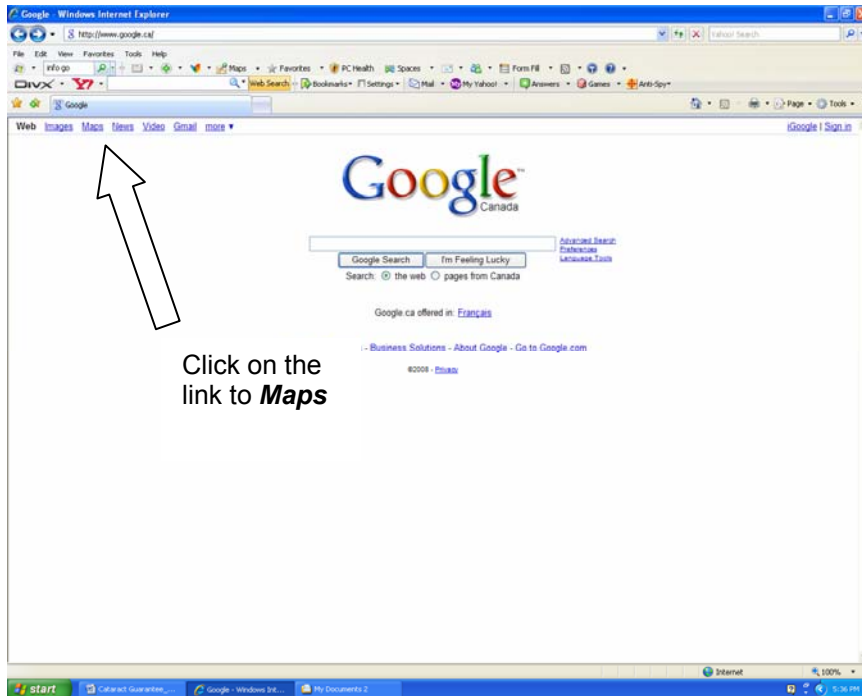
Care Connector Certification of Travel Expenses

The process for certifying travel expenses will be as follows:

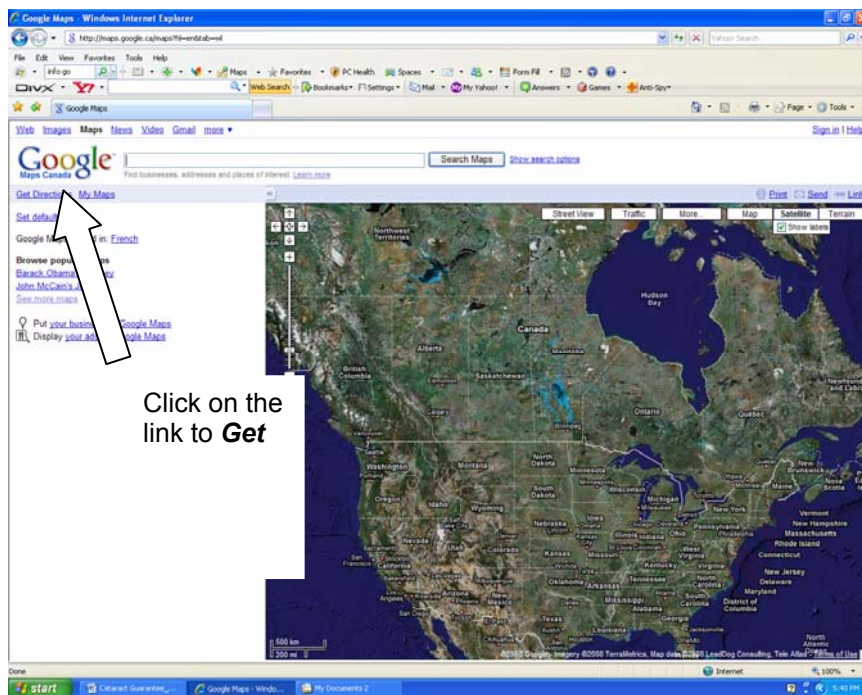
1. A CWTG-eligible Patient who cannot receive Timely Surgery within a radius of 100 kilometres from his/her area of residence can request a CTSTA application form via the Care Connector should he or she have to travel to the Treating Surgeon or Surgery Site for a consultation, treatment or post-operative follow-up as a result of Timely Surgery under the CWTG. Before the Care Connector sends out the application form to the CWTG-eligible Patient to complete, the Care Connector must determine:
 - a) that the CWTG-eligible Patient is travelling for a cataract-related specialist consultation, treatment or post-operative follow-up;
 - b) that the CWTG-eligible Patient needs to travel at least 100kms one-way from their area of residence in order to receive a cataract-related specialist consultation, treatment or post-operative follow-up; and, where applicable,
 - c) that because of health or safety reasons it is necessary that a companion travel with the CWTG-eligible Patient.

The Care Connector can establish the minimum distance using Google Maps via the internet (distance should be calculated from the CWTG-eligible Patient's area of residence to the city where the Surgery Site is located):

- 1) <http://www.google.ca/>



2) <http://maps.google.ca/maps?hl=en&tab=wl>



3) <http://maps.google.ca/maps?hl=en&tab=wl>