

Frequently Asked Questions (FAQs) from PathWays Training Sessions

Version: February 28, 2022

This document outlines FAQs that were raised by LTC Service Providers during the PathWays training sessions.

Questions	Answers
General Questions	
Who can I contact if I cannot log-in to PathWays?	<p>If you have an email address with “@nshealth.ca”, contact ProvincialePlacementforLTC@nshealth.ca</p> <p>If you don’t have an email with “@nshealth.ca”, please contact Strata Health at: support@stratahealth.com or 1-866-556-5005. It is open from Monday to Friday, 9:00am to 8:00pm.</p>
Where can you find the training & resource materials and videos?	<p>Please visit: http://www.cdha.nshealth.ca/continuing-care/ltc-eplacement-PathWays-system-resources-training-material</p>
On February 28th should we use a different URL then the training one?	<p>If you have an email address with “@nshealth.ca”, go to the following URL address:</p> <p>https://nsheplacement.ca/ns-prod/PWCLogon/azure.zone/connect-web/stratahealth/api/app/postLogin</p> <p>If you don’t have an email with “@nshealth.ca”, please use this new URL address for access:</p> <p>https://nsheplacement.ca</p>
Who do I contact for general questions about the Provincial e-Placement solution?	<p>Please email ProvincialePlacementforLTC@nshealth.ca</p>
Who do I contact if I am having issues logging into LMS?	<p>LMS is the platform being used to register for training sessions. If you having log-in issues, please email Lynn.Walsh@nshealth.ca. Access to LMS will be disabled once all training sessions are completed.</p>
What is the most current PathWays software version Nova Scotia using at time of Go Live?	<p>Version 11.5.1</p>

Definition Questions	
What does NH1, NH2, and RCF mean?	NH1 and NH2 refers to Nursing Home level 1 and Nursing Home level 2 beds respectively. NH1 represents a lower level classification of nursing home beds and is restricted to beds within one facility in Central Zone. RCF stands for Residential Care Facility.
Who are AD users (versus Non-AD users)?	AD stands for Active Directory and is an IT technical term referring to a controlled access list for anyone with a “@nshealth.ca” email address. The sign-in credentials for this email account are their AD credentials. They would also use these to sign into the NSH network each day (from desktop), and all other “AD Aware” applications.
What are the business hours that are taken into account with within the Response Time Standards (RTS)?	Monday to Friday, 8:30AM – 4:30PM AST.
When a resident is discharged due to death, is the vacancy time the time of death or the time the resident is released to funeral home?	<p>Deceased date – is the date/time the person passed away. Service Providers are instructed to enter it in the comments field of the discharge notice.</p> <p>Discharge date – it is the date/time when the person who was in the room leaves the room (e.g., could be when the deceased person gets picked up by the funeral home).</p> <p>Available date – it is the date/time when the facility is ready to accept someone new (e.g., it may be a few hours later than discharge time if the facility needs additional time to clean the room).</p> <p>Response Time Standards (RTS) start from the discharge date/time that is entered.</p>
PathWays “How To” Questions	
How do I change the assigned Placement Coordinator?	The coordinator field and the vacancy restriction field are not available to Service Providers. Please contact the Placement Coordinator.
What do I do if a bed is temporarily unavailable while empty?	Close the bed and use the drop-down closure reason. Reopen when appropriate.
Can we enter our current residents into PathWays ourselves now?	No. Existing residents cannot be back-entered into PathWays. Residents can only be entered upon admission or discharge from a facility.
How do I see my refusal comments	Refusal comments made by the provider will be viewable to the

after I have entered them?	Placement team. The Service Provider can view them in a refusal report which will be launched in March, along with access to the Reports Module in PathWays.
How do we enter bed changes when another resident moves into a newly vacated room?	The vacancy notification should reflect the actual bed that will be made available, which may not necessarily be the original vacated bed given internal movement of residents. Internal movement of residents is not reflected in this system.
Who will be uploading hospital documents for individuals coming from acute care?	Placement Team members will upload information they receive from acute care into PathWays.
Can uploaded documents be reviewed within PathWays?	Yes, PDF documents can be viewed in PathWays. You will see two options (download or view).
In what order are individuals matched to beds?	Individuals will continue to be matched to bed vacancies from the current waitlist in SEAscape in accordance with government policy.
Are equipment acquisition delays being reflected in PathWays?	Although not specifically available as part of this release, Service Providers will be able to record the reasons for delays in future releases this Spring. Note: This will not “stop” the clock or specifically address these delays but gives us better information to understand the reason for delays and identify areas to be addressed.
What if I make a mistake and submit incorrect information?	<p>Please follow-up with Strata Health for instructions on how to resolve. Please refer to the Support Reference Sheet at PathWays Resource Materials</p> <p>Please note, if the vacancy is not matched to an individual, the Service Provider is able to edit the vacancy demographics/ attributes or delete it if necessary.</p>
Can a LTC Service Provider Super User role be created with the ability to add/delete users for our facility?	This access cannot be limited to just one facility, and therefore this role will not be created at this time. Please refer to the Support Reference Sheet at PathWays Resource Materials
Do notifications in the system, generate emails? For example, do staff have to monitor PathWays for offer information, or will they get an email when Placement completes an action (e.g., makes a match, person accepts bed offer)?	Yes. Key notifications in the system will generate an email alert to staff who have access to email alert notifications as part of their role. Instructions on who to contact to change access and user roles are outlined in the Support Reference Sheet at PathWays Resource Materials
Where do we start to create a vacancy or discharge?	Please refer to the Quick Reference Guide at PathWays Resource Materials

<p>Who assigns the Bed Vacancy Name and ID?</p>	<p>The Service Provider will be assigning the bed vacancy name using the instructions provided. The vacancy ID will be automatically generated by PathWays.</p>
<p>At what point are associated costs and financial arrangements discussed with individual and financial trustees with new system and policy timelines?</p>	<p>A newly released guide has been developed for families on moving to Long Term Care, which helps facilitate many of these discussions. "Guide to Moving to Long Term Care".</p>