

May 30, 2025

Dear partner,

As of June 3<sup>rd</sup>, 2025, referrals to Specialized Geriatric Services (Geriatric Medicine and/or Geriatric Psychiatry), Behavioural Supports Ontario, and GeriMedRisk for patients living in the community in the Niagara region must be directed to BSO/SGS Central Clinical Intake.

The Central Clinical Intake program promotes patient centered care by streamlining referral processes, preventing duplication of service, decreasing the need for patients to repeat their story to different providers, and supporting timely and equitable access to the most appropriate service(s). This change will benefit Primary Care referring providers and patients/ caregivers by:

- Providing access to multiple services through one referral form
- Sharing information about suitable community support services
- Supporting equitable access to care

**To reiterate, effective June 3<sup>rd</sup>, 2025, referrals to Specialized Geriatric Services (Geriatric Medicine and/or Geriatric Psychiatry) and Behavioural Supports Ontario for patients living in the community must be directed to Central Clinical Intake via fax to 1-855-406-2163 utilizing the referral form accessible at: [www.rgpc.ca/centralintake/](http://www.rgpc.ca/centralintake/). Please ensure that referrals are signed.**

**Please delete and destroy any previous versions of referral forms.**

If you have any questions, please contact BSO/SGS Central Clinical Intake at 905-521-2100 ext. 12221 or by email at [gericentralintake@hhsc.ca](mailto:gericentralintake@hhsc.ca).

We are grateful for your support in adopting this process change.

Niagara Health's Geriatric  
Assessment Program and  
Seniors Mental Health Program

St. Joseph's Healthcare Hamilton Seniors  
Mental Health Outreach Program