

## **BAFHT Telemedicine Primary Care Program Explanation of Services**

The BAFHT Telemedicine Primary Care Program provides care to individuals who have a serious mental illness and/or substance misuse issue (excluding tobacco as a primary addiction) who do not have access to a primary care provider. The program is a collaborative model, staffed by a Nurse Practitioner and a Registered Nurse, who work closely with CMHA Grey Bruce and BAFHT Allied Health Providers.

The program provides a range of healthcare services to patients of all ages across the care continuum to manage illnesses and provide preventative care and education to support healthy living. Services include Acute and Episodic, Prenatal, Well Baby/Child, Preventative Care, Chronic Disease Management, Smoking Cessation, Immunizations and Injections, System Navigation, and other areas of specialty. This handout provides a brief explanation of each.

### **Acute and Episodic (a single encounter focused on one presenting concern i.e. urinary tract infection, upper respiratory infection)**

The Nurse Practitioner will complete a health history, physical examination, order diagnostic testing (when required), offer health teaching, and provide medication and treatment options.

Patients can expect a 15-30 minute in-office appointment, with a follow-up appointment scheduled if necessary.

### **Prenatal (conception to 30 weeks' gestation)**

The Nurse Practitioner will complete a health history, physical examination, order diagnostic testing (when required), offer health teaching, and provide medication and treatment options.

Patients can expect a 45-minute in-office initial appointment, followed by 30-minute monthly appointments up to 30 weeks' gestation, at which time the patient is generally referred to delivery specialty services.

### **Well Baby/Child (Newborn, 1-month, 2-months, 4-months, 6-months, 9-months, 12-months, 15-months, 18-months, then annually)**

The Nurse Practitioner will complete a health history, physical examination, growth and nutrition review, health screening, health teaching, immunizations, and referral if applicable.

Patients can expect a 30-minute in-office appointment.

Caregivers are asked to bring the child's immunization record and to refrain from giving Advil/Tylenol before appointments where immunizations will be administered.

### **Preventative Care (Cancer Screening)**

The Nurse Practitioner will complete a health history, perform cancer screening, order diagnostic testing (when required), offer health teaching, and provide medication and treatment options.

Patients can expect a 45-minute in-office appointment, with follow-up as required.

### **Chronic Disease Management (Diabetes, CHF, COPD)**

The Nurse Practitioner will complete a health history, order diagnostic testing (when required), offer health teaching, and provide medication and treatment options.

Patients can expect a 45-minute in-office appointment with 30-minute follow-up appointments as needed.

### **Smoking Cessation**

The Registered Nurse will complete a smoking assessment, explain available smoking cessation aides, work with you to develop an individualized plan of care, and provide counselling support to help you meet your smoking cessation goals. Free nicotine replacement therapy is available through this program.

Patients can expect a 45-60 minute in-office initial appointment, with 30-minute follow-up appointments as needed.

### **Immunizations and Injections**

The Registered Nurse will administer immunizations and injections ordered by your primary care provider or specialist. A short wait post-injection may be required to ensure that no adverse reaction occurs.

Patients can expect an in-office appointment that will take 5-30 minutes.

### **System Navigation**

The Registered Nurse will meet with you to learn about your situation, identify opportunities for support, and assist with accessing local social and health programs/services.

Patients can expect a 45-minute in-office, video, or phone initial appointment, followed by up to three to four follow-up appointments that generally occur over two to three months.

### **Other Areas of Specialty (Pregnancy Counselling & Management, Contraception Support, Mental Health and Addictions Support, Health Promotion & Teaching, Menopause Symptom Management)**

The Nurse Practitioner will complete a health history, offer health teaching, and provide medication and treatment options.

Patients can expect a 30-45 minute in-office appointment, with follow-up as required.

**Drop-In Clinic, Tuesday afternoons from 1-3 pm (subject to change), Primary Care  
Telemedicine Program Office, CMHA Owen Sound**

A Registered Nurse and Nurse Practitioner staffed clinic for non-urgent acute and episodic care. This clinic is not intended for people who require ongoing care. Requests for ODSP forms or prescriptions for controlled substances will not be completed.

The clinic is open to patients of the telemedicine program or people with a mental health and/or substance misuse issue who do not have a local primary care provider.

Patients can expect a 15-minute in-office appointment. Please note that access to appointments is dependent on capacity – some patients may be asked to return the following week.

**Additional Information:**

Our team members work together to offer a collaborative approach to care. By using a shared Electronic Medical Record (EMR), your BAFHT provider(s) and primary care provider (nurse practitioner/physician) can access your health information and communicate about your care.

As a courtesy to your provider and other patients waiting to access our services, we ask that you provide 24-hour notice of cancellation when able. This notice allows us to offer your appointment to another patient. As all programs and services offered by the BAFHT are funded by Ontario Health, there is no additional charge to the patient.

Please be aware that due to privacy limitations, we do not communicate patient health information by e-mail. If you need to contact us, please call our office at 519-507-2021. Our EMR does allow us to send results and messages electronically using the OCEAN platform, and this mode of communication may be used to securely share information with you.

When you require medication renewals, please have your pharmacy send a renewal request directly to the nurse practitioner. Two-weeks' notice is required for prescription renewal requests.

When requesting the completion of a form, please expect eight weeks for ODSP and CPP-D, and four weeks for others.