

Waterloo Region Nurse Practitioner-Led Clinic

13 Water Street North, Cambridge, ON N1R 3B2
123 Pioneer Drive, Kitchener, ON N2P 2A3

(519) 772-2322 phone
(519) 772-2323 fax
www.wrnplc.ca

Patient Welcome Package

The Waterloo Region Nurse Practitioner (NP) Led Clinic provides comprehensive primary health care to people of all ages and health conditions. Our team includes Nurse Practitioners, Pharmacists, Nurses, Social Workers, Consultant Physicians and Administrative Staff who all work together with our patients to meet their health care needs.

Hours of Operation:

Cambridge Site- 13 Water Street North, Cambridge

Monday and Wednesday 9:00 a.m. to 5:00 p.m.

Tuesday and Thursday 9:00 a.m. to 8:00 p.m.

Friday 9:00 a.m. to 4:30 p.m.

We are closed daily 12:00-1:00pm for lunch and from 4:00-5:00 Tuesdays and Thursdays for dinner break.

Kitchener Site- 123 Pioneer Drive - Unit 204B

Monday and Wednesday 9:00 a.m. to 5:00 p.m.

Tuesday and Thursday 9:00 a.m. to 8:00 p.m.

Friday 9:00 a.m. to 4:30 p.m.

We are closed daily 12:00-1:00pm for lunch and from 4:00-5:00 Tuesdays and Thursday for dinner break.

Our Team:

- We currently have 20 staff members working across two sites. Staff includes:
 - Nurse Practitioners
 - RPNs
 - Social Worker, and Pharmacist
 - Administrative and Medical Reception staff
 - Consulting Physician for each site.

WRNPLC Vision, Mission & Values

❖ **Vision:**

- Partnering for a healthier community

❖ **Mission:**

- The Waterloo Region Nurse Practitioner-Led Clinic is an innovative provider of person-centered quality driven, integrated and accessible primary care.

We will achieve our mission by:

- Building partnerships
- Optimizing resources
- Engaging in research and evaluation
- Incorporating lifelong learning into all that we do
- Contributing to a more effective and sustainable health system.

❖ **Values:**

- Accountability
- Advocacy
- Caring & Collaboration
- Empowerment
- Honesty & Respect

Frequently Asked Questions

❖ **What is a Nurse Practitioner (NP) Led Clinic?**

- NPLCs are salaried employees of the Ministry of Health and Long-Term Care, and are not part of the OHIP billing system
- Non-profit organizations are based on identified community needs
- NPLCs are governed by a volunteer board of directors which includes Nurse Practitioners as well as community members
- NPs are the lead primary health care provider in an NPLC
- NPs diagnose, treat, counsel, prescribe medicines, order diagnostic tests and perform procedures in collaboration with health care colleagues and their patients
- NPs collaborate with a team that includes pharmacists, nurses, social workers and administrative staff
- Physicians are available as consultants to the team



❖ **What to bring to your first appointment?**

- Your valid health card to every visit
- Immunization record
- Name and address of any specialist you are seeing
- “Med check” from your pharmacy if you take 3 or more medications and if you go to the same pharmacy consistently.
- List of medications you are taking including any herbal/traditional remedies
- Medical records if you are in possession of them. Otherwise, please wait until you have met with your NP to understand what records if any are required.
- If health records need to be collected from another physician’s office, we will ask you to complete a Patient Authorization Release Form. Doctor’s offices may charge patients a fee to collect patient records.
- Provide your email address at your first visit.

❖ **How do I book appointments?**

- Patients are assigned to one Nurse Practitioner
- You may see a different provider during times of vacation or for a same day appointment.
- Let us know if you require forms/letters completed in your appointment.
- To best meet your needs and those of our other patients, we require you to call in advance to book appointments.
- Please tell the medical receptionist why you need an appointment as it helps us plan our time with you.
- Appointment times vary from 30 minutes to 1 hour depending on the reason for visit.
- Please provide 24 hours’ notice when cancelling or rescheduling appointments.
- If you arrive 10 minutes late or more for your appointment you will need be rescheduled for a later date (see attached Attendance Statement).

❖ **Do you have Same Day appointments?**

- Yes, these appointments are 15 minutes in length and are designed to deal with current issue only (i.e. earache, sore throat)
- These appointments will be scheduled with the next available provider- we will try to put you with your own provider, but this is not always possible



❖ **Do you offer virtual appointments?**

- All clinical staff including NPs, RPNs, Social Worker and Pharmacist offer telephone and videoconferencing appointments
- When booking your appointments, discuss options with the receptionist to see if a virtual appointment is appropriate
- You will need to have adequate connections for videoconferencing appointments which our admin staff will outline for you

❖ **What specialty services are provided to rostered patients?**

- Smoking cessation
- Cognitive Behavioural Therapy Groups
- Seeking Safety Group Program
- Spirometry Testing
- Foot Care
- Social Work Counselling
- Cryotherapy
- Minor procedures (biopsy, minor wound care)
- Psychiatry Services
- System Navigation and Form Completion
- Child and Youth services
- Venipuncture
- Immunizations

❖ **Medications and Prescriptions:**

- It is best to ask your provider about your medication renewals during your regular appointment
- If prescription renewals are faxed from your pharmacy, allow 48 hours for completion

❖ **Test Results:**

- Test results usually take two or more days to come in
- We will not give test results to a family member unless you authorize us to do so in writing
- Test results are kept confidentially in your medical record

❖ **Emergencies and after-hours care:**

- In the event of an emergency, please call 911 and go to the emergency department at the nearest hospital.
- If you go to Emergency or a walk-in clinic, please let us know so we can book a follow up appointment and obtain your records from your Emergency visit.



❖ **Patient Criteria:**

- Resident of Waterloo Region
- Valid health card
- Not currently rostered to another provider. WRNPLC cannot accept patients who are rostered to other primary health care providers.
- You will need to deroster from previous physician by calling Service Ontario at 1-866-532-3161.

Included for your information in this package is a copy of WRNPLC's:

- Privacy Statement
- Patient Rights and Responsibilities

Waterloo Region

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Privacy Statement

All the staff, students and volunteers at Waterloo Region Nurse Practitioner Led Clinic are bound by law and ethics to safeguard your privacy and the confidentiality of your information.

We collect, use and disclose your personal health information to:

- Treat and care for you
- Plan, administer and manage our internal operations
- Conduct risk management and quality improvement activities
- Teach
- Conduct research
- Compile statistics
- Comply with legal and regulatory requirements
- Get payment for your treatment and care (for OHIP, WSIB, your private insurer or others)
- Fulfill other purposes permitted or required by law

Your request for care implies consent for our collection, use and disclosure of your personal information for purposes related to your care as noted above. All other purposes would require your express consent.

Express consent means verbal or written permission or authorization has been obtained from you for the collection, use or disclosure of your personal health information.

You have the right at any time to withdraw your consent to disclose personal health information. You will be required to sign the appropriate form which will be forwarded to the Privacy Officer.

For a complete review of Waterloo Region Nurse Practitioner Led Clinic Privacy Policy, or to raise a concern you can speak to one of our staff or visit our website at: www.wrnplc.ca

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WRNPLC PATIENT RIGHTS AND RESPONSIBILITIES

❖ Rights of Patients

- To be treated respectfully , fairly and with dignity
- To have privacy and confidentiality maintained
- To be fully informed regarding all aspects of care
- To refuse treatment and to be informed of the consequences
- To express opinions and be heard in a manner that is open, honest and accepting
- To provide feedback to the organization

❖ Responsibilities of Patients

- To be committed to a whole person approach to health
- To fully disclose the details of your health
- To be accountable for your actions. *
- To attend scheduled appointments both at the clinic and with other providers

***WRNPLC has Zero Tolerance for disruptive behaviour including verbal/physical abuse, name calling or the use of profanity. Consequences of this behaviour may include: limited appointments, behaviour contract and dismissal from the clinic**

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Patient Attendance Statement

Our philosophy at Waterloo Region Nurse Practitioner Led Clinic includes working with you to attain a level of health in line with your goals and optimal well-being. We strive to do this with the utmost respect for all our patients. In order to provide this care we also expect that all patients respect the time and care of others by abiding by our Patient Attendance Policy.

As a patient of WRNPLC, we ask that you:

1. Attend all scheduled appointments so we may address your health care needs in a timely manner without needing to reschedule
2. Provide 24 to 48 hours' notice for any cancelled appointments
3. Contact the office at 519-772-2322 to notify the receptionist if you expect to arrive late for an appointment (e.g. due to traffic, weather, etc.). If you arrive 10 minutes late or more for your appointment you will automatically be rescheduled for a later date. As a reminder, there could be a 1-2 month wait time for another appointment date
4. If you miss an intake/first appointment (without calling to cancel in advance) you will be placed back in the queue with new applicants
5. If you fail to attend three appointments (without calling to cancel in advance) you will be mailed a letter advising that you may only book same day appointments
6. If attendance continues to be an issue you may be discharged from the clinic

"Waterloo Region Nurse Practitioner Led Clinic strives to provide person-centred, quality driven, integrated and accessible primary health care to all residents of the Waterloo Region and surrounding area"