

Waterloo Region Nurse Practitioner-Led Clinic

13 Water Street North, Cambridge, ON N1R 3B2
B 204-123 Pioneer Drive, Kitchener, ON N2P 2A3
10-10 Townsend Dr., Breslau, ON N0B 1M0
(519) 772-2322 phone
(519) 772-2323 fax
www.wrnplc.ca



Patient Welcome Package

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, Nurses, Pharmacist, Registered Dietitian, Social Workers, Consultant Physicians and Administrative staff who all work together with our Patients to meet their health care needs.

Frequently Asked Questions

❖ What is a Nurse Practitioner?

Nurse Practitioners (NPs), also known as Registered Nurses in the Extended Class, begin their nursing career as Registered Nurses and become NPs with an advanced graduate education degree (i.e. Masters degree) as well as additional nursing experience and exam requirements. They work independently but are most often found working as key members with an integrated health care team. Nurse Practitioners have the competence to provide comprehensive health assessment, to diagnose health/ illness conditions, and to treat and manage acute and chronic illness within a holistic model of care.

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

- NPLCs are interprofessional primary health care centers funded through the Ontario Ministry of Health*
- NPLCs are governed by a volunteer board of directors*
- NPs are the lead primary health care provider in an NPLC*

❖ What do I bring to my first Meet and Greet appointment?

- ✓ Your valid health card, please ensure you have this available at every visit*
- ✓ Immunization record*
- ✓ Name and address of any specialist you may be seeing*
- ✓ "Med check" from your pharmacy if you take 3 or more medications*

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- ✓ *List of any medications you are currently 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 are required*
- ✓ *If medical records are required, we will ask you to complete a Patient Authorization Release form. *Note that doctor's offices may charge a fee.*

❖ Appointments

- You are assigned to one Nurse Practitioner*
- You may see a different Nurse Practitioner during a "same day" appointment*
- Please let the receptionist know the reason for your visit so that your appointment time can be used effectively*
- We do have online booking for our providers. Please visit our website*
- On our website is a secure portal to send documents, photos, and forms that have been requested by our team (wrnplc.ca/patient-information-2/document-submission/)*
- Appointment times may vary depending on the reason for your visit*
- Please provide 24 hours' notice when cancelling or rescheduling appointments*
- Appointments cannot be made on a walk-in basis*
- If you arrive 10 minutes or more late for your appointment, you may be rescheduled for a later date (see attached Patient Attendance statement)*
- Missing 3 appointments without notice will result in consequences that may include dismissal from our clinic (see attached Patient Attendance statement)*
- Please remember the phones are extremely busy first thing in the morning and right after lunch so wait times might be longer*

❖ "Same day" appointments

- Same day appointments are designed to deal with single urgent issues only (i.e. earache, sore throat). You must call the office to book a same day appointment*
- We book these appointments with the next available provider, which may be different than the Nurse Practitioner you are assigned to*

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❖ Medications and prescriptions

-It is best to ask your provider about your medication renewals during your regular scheduled appointment

-If renewals are needed without an appointment, please ask your pharmacy to fax us a request

-Please allow 48-72 hours for faxed renewals

❖ Emergencies and after-hours care

-In the event of an emergency, please call 911 or go to your nearest emergency department

-If you go to an Emergency Department or a walk-in clinic, please let us know so we can book a follow-up and obtain your records

We have attached our Patient Code of Conduct, Patient Attendance Statement, Patient Rights and Responsibilities, Privacy Statement, Email Policy, and Zero Tolerance Policy. Please review prior to your Meet and Greet appointment.

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Patient Code of Conduct

To establish the expectations, boundaries, and standards of conduct for patients cared for by staff of Waterloo Region Nurse Practitioner Led Clinic (WRNPLC). This policy aligns with creating a safe work environment for employees.

As a patient of Waterloo Region Nurse Practitioner Led Clinic (WRNPLC), I understand and agree to the following:

- 1. I will be assigned to one Nurse Practitioner as my primary care provider. I understand that switching between NPs is not allowed.*
- 2. I may be booked with an alternate NP if I require urgent (i.e., same day) or timely care and my NP is not available.*
- 3. I understand that, based on the advice of my NP, I may also work with our health providers at our clinic such as pharmacists or social workers. In addition, I may be referred to outside care providers.*
- 4. I can expect courteous and prompt service from all the staff and will treat them the same way. I will be discharged from the clinic for disruptive and disrespectful behavior.*
- 5. I must be on time for appointments and attend outside appointments arranged by WRNPLC. I may be discharged from the clinic for not complying with this guideline.*
- 6. WRNPLC will not complete forms or manage correspondence associated with lawsuits, re: past health care concerns.*
- 7. I will use only medications prescribed by WRNPLC providers or specialists. I will advise WRNPLC providers of specialist care and ensure copies of records are made available to WRNPLC staff.*
- 8. I will follow the WRNPLC problem resolution process in the event there is a disagreement with my provider.*

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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. 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 be rescheduled.*
- 2. Provide 24-48 hours' notice for any cancellations.*
- 3. Contact the office at 519-722-2322 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, you may be rescheduled for a later date.*
- 4. If you miss an intake/first appointment (without calling in advance to cancel or reschedule) you will need to contact the clinic to request a new appointment date, or to be added back to the wait list.*
- 5. If you fail to attend 3 or more appointments in a 12-month period (without calling in advance to cancel or reschedule) you will be notified that you may only book same day appointments going forward, or you may be discharged from our clinic.*
- 6. If attendance continues to be an issue, you may be discharged from our clinic.*

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

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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 Patient

- *To be fully 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 specialist*

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Privacy Statement

All the staff, students and volunteers at Waterloo 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 (OHIP, WSIB, your private insurer and 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 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 by 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 our staff or visit our website at: www.wrnplc.ca

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Email Policy

Email is used for:

- Communicating information to patients such as instructions, requisitions, results,
- Patients forwarding paperwork to be completed by provider via patient portal on website (accepted only when patient's portion has been completed in full),
- Sending information requested by a provider such as BP readings, glucose monitoring, immunization records,
- Sending signed consent forms or release of information,
- Submitting Intake Application Forms for new patients,
- Responding to WRNPLC email will only be allowed when response is requested.

Email is **NOT** used for the following:

- In emergencies or when information is urgently needed,
- As a substitute for an appointment,
- Sending photographs,
- Providing a diagnosis based on written description of symptoms,
- Providing information on anyone other than the patient themselves,
- Listing of symptoms, side effects, or other unsolicited PHI,
- Exchanging sensitive medical information or addressing a complex medical issue,
- Counselling,
- Any frivolous or commercial purpose,
- Sending links or resources for provider review,
- Any issue outside the context of the patient-provider relationship.

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Respectful Care

Our staff have the right to work in an environment where they are treated with dignity, respect, and safety. We ask all patients and visitors to treat others with courtesy so that we can continue to provide high-quality care for everyone.

Zero Tolerance Policy

Waterloo Region Nurse Practitioner-Led Clinic (WRNPLC) is committed to providing a safe, respectful, and welcoming environment for patients, staff, and visitors. We have a zero-tolerance policy for abusive, disrespectful, aggressive, or threatening behaviour toward our staff, patients, or visitors. While we understand that people may be upset or distressed when seeking care, behaviour that is intimidating, abusive, disrespectful, or disruptive will not be tolerated.

Unacceptable Behaviour

Examples of behaviour include, but are not limited to:

- Violence or threats of violence
- Verbal abuse, shouting, or swearing
- Threatening or intimidating behaviour
- Racist, sexist, homophobic, transphobic, or otherwise discriminatory remarks
- Harassment or offensive gestures
- Damage to clinic property
- Theft
- Being under the influence of drugs or alcohol while on clinic premises
- Making malicious or unfounded allegations against staff or other patients

Consequences

If behaviour occurs, the clinic will take action to protect staff and patients, including:

- Asking the individual to leave the premises
- Ending telephone calls or other communication
- Restricting contact with the clinic
- Reporting incidents to police when appropriate
- Removal from the clinic roster

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By my signature, I _____ acknowledge that I have read, understand, and agree to the policies included in the documents enclosed from the Waterloo Region Nurse Practitioner Led Clinic welcome package.

These documents and policies include:

1. Privacy Statement
2. Patient Rights and Responsibilities
3. Patient Code of Conduct
4. Patient Attendance Statement
5. Email Policy
6. Zero Tolerance Policy

Patient/Guardian Signature

Date

PATIENT STICKER