

## Family Health Team Enhanced Model of Care

As of **April 1, 2022**, the Trent Hills Family Health Team is moving to an **Enhanced Model of Care**.

Nurse Practitioners (NPs) will now register patients to their own practices. We have four Nurse Practitioners, NP Stasia Bennett, NP Samantha Dalby, NP Laurie Deviney and NP Carole Robichaud.

Patients rostered to other family health team providers (physicians) must book appointments with their provider or one of the nurse-led programs (e.g. pap, diabetes, cancer survivorship, well-baby etc).

### What this means for patients of Drs. Robert Henderson and Kent Tisher ...

Letters and emails were sent to patients to outline these options:

1. **Apply to register with a Trent Hills Family Health Team Nurse Practitioner.** <https://www.thfht.com/wp-content/uploads/2022/03/Patient-Registration-Form-Mar-2022.pdf>

**OR**

2. **Register with Health Care Connect.** Health Care Connect is the Ontario registry for people who do not have a health care provider (physician or nurse practitioner) Visit their [website](#) or call [1-800-445-1822](tel:1-800-445-1822) Monday to Friday 9-5.

**AND**

3. **Join the waiting list to enrol for a Trent Hills Family Health Team Physician.** Our current wait list has approximately 1,700 names NOT INCLUDING patients of Dr. Henderson and Dr. Tisher's practices. Note, despite continuing recruiting efforts, we have no idea if a new physician can be found. To add your name to the list, email to [admin2@thfht.com](mailto:admin2@thfht.com) or call our business office (705 653-1801 ext 4909).

### Options for care while you are without a primary care provider (doctor or NP):

- For prescription renewals, contact your pharmacy. Pharmacists can extend or renew some prescriptions.
- For bloodwork, go to Lifelabs, [www.lifelabs.com](http://www.lifelabs.com), or call 1-877-849-3637, for clinics in Peterborough, Cobourg, Belleville and Trenton, etc. You must have requisition from the ordering provider.
- For medical advice, call Telehealth Ontario at 1-866-797-0000 or TTY 1-866-797-0007
- For ongoing care - Virtual Clinics:
  - Trent Hills Virtual Clinic –Trent Hills Pharmacy, lower level 119 Isabella St. Campbellford. Call (833) 479-0224 or (705) 653-0404
  - Virtual clinic – Upper level MacLaren's IDA Pharmacy, 79 Bridge St. E. Campbellford. (705) 653-5040
  - Other Virtual Clinics - Check online for other virtual clinics in the area.
- For emergencies or urgent issues only, visit a hospital Emergency Department

### Frequently Asked Questions for Dr. Henderson and Dr. Tisher Patients

#### Why am I not automatically registered with a NP?

1. As it is a change of practice model, patients must choose to register with a NP or seek another physician.
2. Spaces are limited. The Ministry of Health currently funds 3.2 full time Nurse Practitioners. As not all the NPs work full-time, they will not be able to register a full patient practice.
3. Your health record must be reviewed to see if your care needs are within the legislated scope of practice of a nurse practitioner.

#### Can I pick which Nurse Practitioner I want?

You can request a Nurse Practitioner by name and every effort will be made to accommodate your request. However, there are limited spaces with each NP and the NPs aim to provide safe and effective care to as many patients as they can.

### **When will I know if I have been accepted as a NP patient?**

The process will take several months as each application must be reviewed. You may be asked to meet with a NP before they make a final decision (this is generally referred to as a “Meet and Greet” appointment).

After the Meet and Greet the NP will advise if you are appropriate to their scope of practice.

Patients who cannot be registered will be advised by letter or email.

### **I applied to register with a Nurse Practitioner, can I book an appointment?**

No, not until you have been accepted and notified. You will need to seek medical care as noted above under for “Options for care while you are without a primary care provider.”

### **What about appointments that were booked in advance, blood work appointments etc.?**

These appointments will be cancelled unless you are registered with a NP in time. You may be redirected to a Lifelabs clinics.

### **What happens to any new test results or specialist reports?**

For Dr. Henderson patients, the result/report will be printed and the patient will be called to pick it up. Results can be followed up as needed at a walk-in or virtual clinic.

For Dr. Tisher patients, results will be monitored after April 30 and patients will be similarly advised.

### **What happens to my medical records?**

THFHT will remain the custodian of your health care records until you find a new primary care provider. We are obligated to keep your records for at least 10 years.

- If you are accepted as a NP patient, the NP will have full access to your records.
- If you find another physician, we can transfer your records to them. Click here for the document requesting transfer ( <https://www.thfht.com/wp-content/uploads/2021/12/Authorization-for-Release-of-Medical-Records.pdf>)
- If you are seeking care at a walk-in or virtual clinic, relevant documentation can be provided at your request or if requested by the clinic with your permission.

### **What this means for patients of Drs. E. Beyls, B. Jamieson, H. Macneil, E. Maraghi, K. Parks, J. Read, D. Sheps and P. Williams .....**

Patients who are enrolled with a THFHT physician will see that physician for their primary care. They will not be able to book an appointment with a Nurse Practitioner.

### **Frequently Asked Questions for other FHT patients**

#### **Can I switch to a Nurse Practitioner if I already have a THFHT doctor?**

The Nurse Practitioners will be enrolling unattached patients who do not have a primary health care provider (MD or NP). Later, once Nurse Practitioner practices are established, this may be allowed. You would need to speak with your physician in this case.

#### **I've seen THFHT NPs for years (“I never see my doctor”). Can I continue to see the NP?**

No. The NPs will now be seeing the patients in their enrolled practice.

#### **If I have a THFHT doctor, can I switch to a different THFHT doctor?**

You must discuss that with your current doctor.