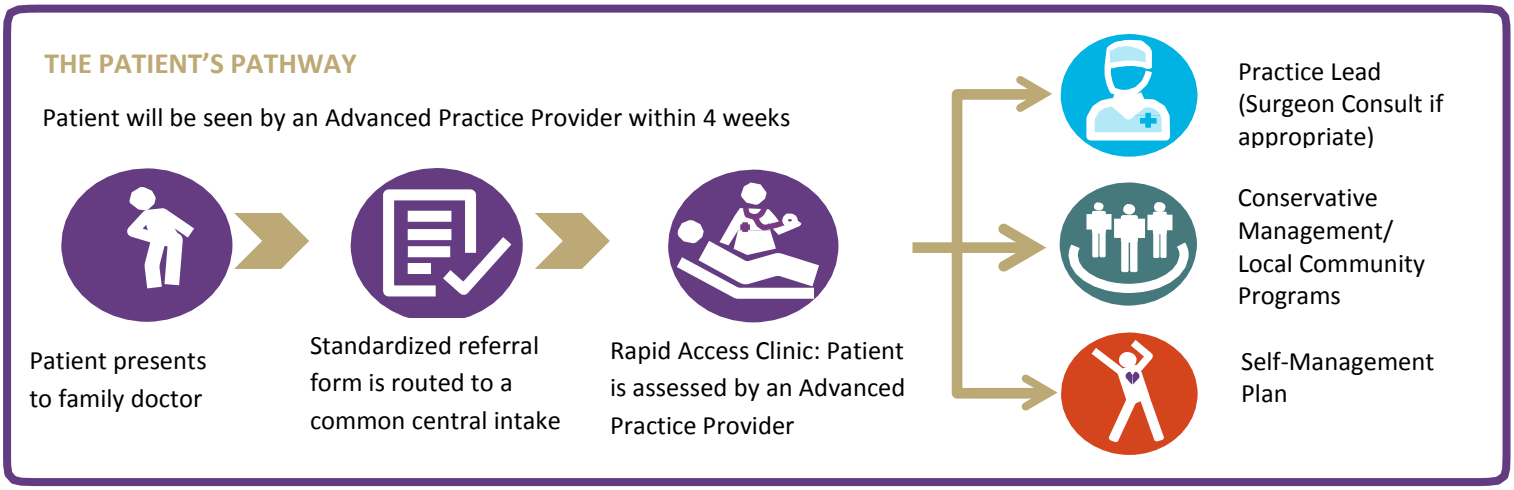
CENTRAL INTAKE
LOW BACK PAIN AND THE RAPID ACCESS CLINIC MODEL

Rapid Access Clinics in Central LHIN ***are now accepting referrals*** for low back pain. The low back pain pathway is part of Rapid Access Clinics for Musculoskeletal care and stems from the Inter-professional Spine Assessment and Education Clinics (ISAEC) model – a successful pilot program for low back pain. Through this program patients will receive timely low back pain assessment, education about their condition and evidence-based self-management plans.

Rapid Access Clinic Model

The following diagram illustrates the pathway for patients referred to a Rapid Access Clinic (RAC):



Benefits of the Model

Patients

- ✓ Timely access to comprehensive assessment and consultation (within 4 weeks)
- ✓ Individualized evidence-based self-management plans
- ✓ Follow ups for patients identified to be at higher risk for persistent or recurrent low back pain
- ✓ Streamlined access to surgeons when indicated
- ✓ Maintain Primary Care Provider and patient choice of surgeon

Primary Care

- ✓ One point of contact for referrals through centralized intake
- ✓ Shared-care model with consistent patient messaging and enhanced communication between providers (inter-professional model)
- ✓ Primary Care Provider education and support in low back pain assessment and management
- ✓ Patient and Primary Care Provider-centred resources
- ✓ Initial assessment conducted by specially trained Advanced Practice Providers who execute the standardized model of care

Making a Referral to a Rapid Access Clinic

Prior to completing your first referral, we ask that all Primary Care Providers complete an online onboarding and registration module. The module was created to familiarize providers with both the ISAEC model of care and the referral process. It includes information about red and yellow flags as well as low back assessment. This module takes only a few minutes to complete.

Complete an online registration and training enrollment request here http://www.isaec.org/isaec-registration.html

Please call 905-472-7373 X 6281 or email backinaction@msh.on.ca for more information.