



# NEWS RELEASE

## from Halton Healthcare

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### For Immediate Release

March 19, 2019

## New Rapid Access Clinic for Hip and Knee Arthritis Patients

**Oakville, ON (March 19, 2019)** – Thanks to a new model of care, patients living with hip and knee arthritis can now experience shorter wait times for consultation and treatment. Through a partnership between Halton Healthcare, Mississauga Halton Local Health Integration Network (LHIN) and Trillium Health Partners, the Hip and Knee Central Intake and Rapid Access Clinic model was launched in November 2018 to offer patients timely access to the right care, with easier navigation through the health care system.

Patient Angela E. was recently referred to the Hip and Knee Rapid Access Clinic at Oakville Trafalgar Memorial Hospital, “I was really happy with the process. I met with the physiotherapist at the Clinic and after a thorough assessment, she provided me with a customized treatment plan including specific hip strengthening exercises and a consultation with a surgeon. I now have the resources to strengthen my hip as well as the community medical connections to take me through my next steps – so I am in the best shape possible.”

Through a coordinated intake process, Rapid Access Clinics offer patients with moderate to severe hip and knee arthritis, timely access to Advanced Practice Clinician for assessment and a treatment plan that may include a surgical consult.

After being referred to the Rapid Access Clinic by their primary care provider (family doctor or nurse practitioner) through a centralized intake program, patients are assessed by a specially-trained therapist called an Advance Practice Provider (APP) within four weeks.

During their assessment, patients are provided with an individualized care plan including:

- Education and recommendations for non-surgical treatment, such as changes to physical activity and rehabilitation services, so patients can confidently manage their care
- A referral to a surgeon for a surgical consultation based on the patient’s choice of preferred surgeon, hospital, or next available appointment

“Many of these patients come to the clinic in pain, scared and unsure where to turn for help or how to navigate the system.” explains Megan Abraham, APP, Hip and Knee Rapid Access Clinic, Halton Healthcare. “The rapid access clinic enables these patients get the care that best fits their needs, quickly and efficiently. Patients are connected with community resources and empowered so they can successfully manage their arthritis and pain.”

Justine Wong, APP, Advanced Practice Provider, Hip and Knee Rapid Access Clinic believes that this model of care is very much “patient centred”, “Patients are pleasantly surprised at how soon they get an appointment to come see us. They have expressed their appreciation for the time we spend with them and for providing a plan and hope. We want the patients to feel empowered that they can manage their own health, and I think this is being achieved.”

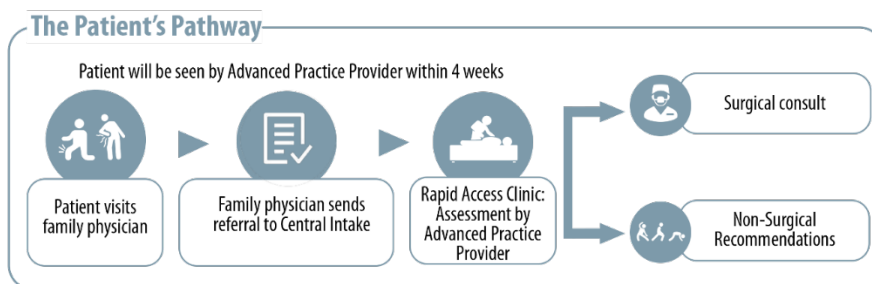
Carole Moore, Chief Operating Officer, Oakville Trafalgar Memorial Hospital, Halton Healthcare is proud of how this initiative is improving the patient experience, “This program provides our patients timely access to assessments so that they can make informed choices about their care. Results from other LHINs where this program has been implemented are very encouraging and resulted in a reduction of wait times and increased patient satisfaction.”

More information about the Central Intake and Rapid Access Clinic model is available at [www.mississaugahaltonlhin.on.ca](http://www.mississaugahaltonlhin.on.ca).

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## QUICK FACTS

- One in three adults live with musculoskeletal conditions, which are health conditions that affect muscles, bones or joints, and cause pain and mobility issues such as arthritis.
- The implementation of Hip and Knee Rapid Access Clinics across Ontario have shown a 27 per cent reduction in wait times and a 95 per cent patient satisfaction rate.
- Patients are referred by their family physician to one centralized referral fax number at 1-833-230-6623.
- The Patient’s Pathway can be illustrated in four steps:



- An Advanced Practice Provider is a regulated health professional (e.g. Physiotherapist or Chiropractor) with additional training in orthopedic care. Advanced Practice Providers conduct standardized assessments and will refer patients for surgical consult or provide them with non-surgical management recommendations.
- Family physicians are an active member of the patient’s pathway and receive recommendations and results throughout the continuum of care.

## Halton Healthcare

Halton Healthcare is a healthcare organization comprised of three community hospitals - Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital. Together these hospitals provide healthcare services to nearly 400,000 residents in the communities of Halton Hills, Milton and Oakville. Halton Healthcare hospitals have been recognized for their best practices in a number of patient safety and patient care initiatives. For more information, visit [www.haltonhealthcare.com](http://www.haltonhealthcare.com) Follow us on Twitter @HaltonHlthcare and Facebook.



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