

Shoreline Rapid Access appointment booking guideline

Rapid access (RA) appointments are templated for same day or urgent appointments to ensure there is an option for MOAs to book if patients call with an urgent concern. Every PCP should have 1 RA appointment in their schedule per half day. **Best practice is to book these appointments within 48 hours of the appointment time.** These appointments are NOT to be used for non urgent recalls/routine calls unless specifically directed by the PCP.

Below is a list of life threatening concerns where the patient should be directed to ER rather than booked into a RA appointment. This is not an exhaustive list, if the patient is in significant distress they should call 911 or go straight to ER.

- Heart attack symptoms
- Stroke symptoms
- Seizure
- Large laceration with significant bleeding
- Large volume blood in the urine or stools
- Choking or trouble breathing
- Fainting or blacking out
- Known broken bones

Below is a list of examples of urgent concerns appropriate to be booked into RA appointments. This is not an exhaustive list, if you are unsure, ask your supervisor or manager.

CONCERN	PREFERRED TYPE OF APPT TO BOOK
Blood in the urine or stool	IN PERSON
Ear ache	IN PERSON
Fever or acute illness in a child	IN PERSON
Headache (NEW/SEVERE)	IN PERSON
High Blood Pressure (SIGNIFICANT >180/90)	IN PERSON
Laceration requiring sutures	IN PERSON
Loss (sudden) of a sense (eg, hearing loss, taste, smell, vision)	IN PERSON
mental health distress	IN PERSON OR VIRTUAL
MSK (extremity or back) injury or potential fracture	IN PERSON
Pain - sudden onset or significant increase	IN PERSON

Possible shingles or other new rash, minor burns	IN PERSON OR VIRTUAL (with photo)
Shortness of breath (NEW) (patient not in distress)	IN PERSON
Sore Throat	IN PERSON
Stomach pain, nausea or vomiting	IN PERSON
Unusual or heavy menstrual bleeding	IN PERSON
Urgent recalls	IN PERSON OR VIRTUAL
UTI symptoms	IN PERSON OR VIRTUAL

- First check for available RA spots with the patient's own PCP. If no appointments are available, check other PCP's schedules for availability, if it is within 3 business hours of the appointment it can be used for anyone's patient.
- If there are no RA appointments available and someone is calling with one of the above concerns please send an urgent task, accompanied by a "pop up" message to the PCP to see if they may be able to accommodate a FIT IN.
- We should not be using the RA appointments for rx refills. Please direct patients to get an emergency fill from the pharmacy and book them the next available appointment. If they have already used their emergency fill at the pharmacy, send a task to the PCP to see if they want to speak to the patient or just fax in the refill.
- If the RA appointment has not been booked within 3 business hours of the appointment time, you can book it for any concern. Please try to ensure rapid access spots are used daily, if possible, we don't want empty appointments.
- When using these templated appointments at the direction of the PCP (ie. a recall task), please note in the concern "as per ____" so it is clear that you booked after being asked to do so.

If you are ever unsure whether a concern is deemed urgent, please use your "spidey senses" or ask your supervisor or manager. The idea behind RA appointments is to keep these appointments for concerns that require timely assistance and avoid patients needing to present to ER for these issues. Using these appointments for routine concerns takes the option away from patients who require same day appointments for pressing issues.

Participating pharmacists can also now assess and treat minor ailments if we are unable to accommodate a same day appointment.

Here is a link to the 21 minor ailments that participating pharmacists can diagnose and treat, note not all pharmacies have chosen to participate.

<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/pharmacy-services#Minorailments>

Other resources for urgent mental health help

- Urgent mental health (no area code needed): 310-6789.
- Suicide crisis line: 1-800-SUICIDE.
- KUU-US crisis line: 1-800-588-8717 for Indigenous peoples.
- Kids Help Phone: 1-800-784-2433 or text CONNECT to 686868.

FPSC poster - Choose the right service

https://drive.google.com/file/d/1YaHWVqtKeFw_1TuO152PxGXA6ND5znlh/view?usp=sharing