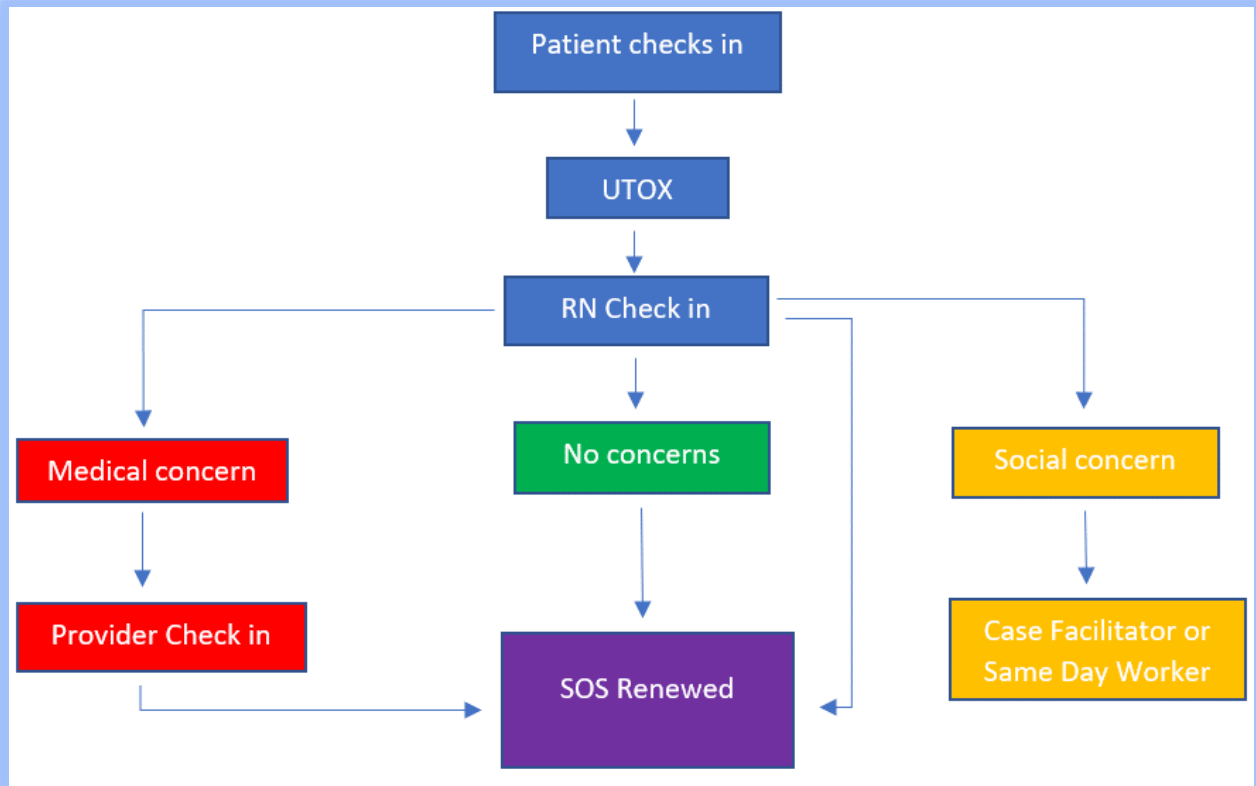


## LIHC SOS CLINICAL FLOW



**Our caring, supportive staff members accept people for who they are, and where they're at in life – no matter their current circumstance or situation.**

**We work within a health promotion framework and value inclusiveness, relationship building and harm reduction.**

**We pride ourselves on working as a multidisciplinary, involved team across all roles and functions, working in collaboration with each other to achieve positive outcomes.**

### **Medical:**

#### Client Care Support:

- First point of contact, connects patients to appropriate teams/providers
- Reviews external appointments, schedules, etc. as needed
- Manages client flow and support

#### Lab tech:

- Patients are expected to provide a urine sample at the beginning of each appointment.
- Once sample is obtained and processed, patients report to provider or RN for check in/appointment:
- Bloodwork as needed

#### RN Check-In:

- Vitals taken at each appointment
- Harm Reduction techniques are reviewed, and thorough check ins are done regarding drug use, as well as primary care concerns.
- Social issues and barriers are also identified and internal/external referrals are made as necessary. (Ex. Outreach, social work, etc.)

#### IDCP Teams:

- Hep C
- My Care (HIV/AIDS)
- Both teams have dedicated nursing, outreach and specialty physicians available to eligible patients

#### Provider: (MD/NP)

- More in depth check in, discuss SOS or Primary care concerns
- Physical exams, pap tests, screening, referrals, etc as needed
- Prescription starts, review, titration and renewals
- Same day provider available daily for acute concerns

### **Social:**

#### Community Outreach/ In-Reach Workers:

- Housing referrals and loss prevention
- Greeting and navigating patients upon entry into the centre
- ID clinic/Mail Services
- Appointment accompaniment
- Same day services available daily

#### Care Facilitator:

- SOS Focused – in depth case management
- Main touchpoint in and out of clinic for both medical and social concerns
- Larger scale advocacy (CAS, Hospital, Housing, Justice systems, etc)

#### Social Work:

- Counselling
- Support and advocacy

#### Systems Navigator:

- Intakes for Primary Care and SOS
- Baseline surveys, consents, record requests
- Ontario Works and ODSP applications
- Connection to city resources, advisement, referrals etc.



### Harm Reduction

- Harm Reduction gear and Naloxone Distribution
- Advisory Committees
- Drop-in integrated programming

### Clinical

- Primary care
- Same day care
- Preventative care
- Infectious disease
- Lab work/ECG
- Physiotherapy

### Social

- Care Facilitation
- Outreach Workers
- Youth Outreach
- Social work/  
Counselling
- Systems Navigation