

# REACH Niagara Provider Meeting Minutes

Jan. 10, 2022

## Introductions.

Audrey Wall - foot nurse: toenail reduction, calluses. Clinic in North end St. Cath; monthly is on-site at Southridge.

Janice Collins - medical secretary. She's important for diagnostic tests and specialist referrals. Leave form or letter in the EMR; message Janice (initials JC). She will send the referral or requisition and follow up with a phone call.

Problems with Referrals to Dr. Unoh - when referring please cc me in your message to Janice.

Scott DePass: Southridge and Start-me-Up Niagara only - otherwise redeployed by Public Health to COVID vaccination.

Cathy Malcolm - community Paramedic. Looks after people living rough.

Julie Evans - social worker. YWCA NF and SC, Mens/Family Shelter NF, Southridge, Booth Centre, Night Lite. Can help people with psychosis - help distinguish hallucinations from reality.

Greg Shupe - social worker. Southridge, Booth Centre - mental health counselling.

David van Velzen - REACH executive director. TELUS requires us to track the number of interactions with people via the mobile clinic. This includes people who don't need a visit, just a chat. Keep track of any and all interactions; tick mark on white board is fine. If there are patient stories that can be shared, please do that. Photos would be helpful as well.

Primary care team: Lois Barlow NP; Mark Wakefield NP, Mo Moore MD, Allison Whyte outreach worker with Quest's USAT team.

## Specialists who want to see our patients:

- Emma Unoh (psych), Adnan Hameed (cardiology), Lorraine Jensen (IM), Uthra Mohan (OB), Katrina Zefkic (OB)

We've received some donated clothing etc - consider this for 'engagement' - reduce the anxiety people have relating to healthcare; give them something when we have nothing medical to offer. Please keep track of how many people you hand out clothing/food/condoms etc. to - there's a sheet to record the numbers even if you didn't see them clinically.

## COVID risk mitigation:

1. verbal screen for symptoms at the door to the clinic (mobile or shelter).
  1. If no COVID symptoms - level 3 mask +/- shield. Available at each site.
  2. If symptoms of COVID - N95 plus shield or goggles/gown/gloves. We have 3M 1870+ N95 masks - fit-test not required. These are being distributed to all sites.
  3. rapid antigen test is an option. No guarantee it's accurate but can help with decision-making. These are available in the clinic at Southridge, and will be on the Mobile clinic once the vaccine fridge is operational.
  4. no one is required to see a patient with COVID. If you wish, you can refer people to ER.

AFP update: approved by the OMA; minor revisions pending from MOH, then will be ready to sign. Before implementing we'll need a group agreement, as well as a governance agreement with Shelter Health about how we'll share the funding. OMA legal is helping us with that; first meeting next week.

Staff changes: Greg Shupe, our social worker is retiring. He's agreed to stay on until we've hired, and until he can offer some orientation to his successor.

The provider website is live. Please check it out - requires a password which was sent to you via email. Has contact info for all providers, as well as contacts at shelters, our specialists, translation services, etc. Let me know if you have trouble accessing it.

I'd like to suggest an in-person team meeting in a few months, when COVID will allow. My proposal:

- a half-day meeting
- include 'getting to know', business, and Continuing Education.
- for CE: one idea would be the Safe Injection Site explaining how drug users do it - prepare drugs for injection or smoking. This would help us better counsel people to do it safely.