



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

Introducing Rapid Access to Consultative Expertise

The Manitoba College of Family Physicians and the WRHA Mental Health Program, is excited to introduce a new service available to Family Physicians in Manitoba. The **Rapid Access to Consultative Expertise** or **RACE** program is a telephone service that allows Family Physicians to access a psychiatry consultant for telephone advice by calling one central number. This service is intended for Physicians who have an ongoing relationship with their patients. The launch date has been set for June 1, 2016.

The goal is to improve care for patients with psychiatric conditions through:

- Access to early psychiatric advice for mental health patients in a Primary Care practice
- Advice on treatment adjustments
- Reduction in low-priority office referrals
- Ongoing information transfer and continuing education
- Promotion of ambulatory health and reduction in hospital admissions
- Support on choice and timing of investigations

RACE Provides

- Enhanced ability to manage the patient in your office
- An opportunity to speak directly with a Psychiatrist
- Timely guidance and advice
- Assistance with plan of care
- Learning opportunity

RACE Does Not Provide

- Appointment booking
- Arranging transfer
- Arranging for laboratory or diagnostic investigations
- Informing the referring physician of results of diagnostic investigations
- Arranging a hospital bed

To contact the RACE line call:

204-940-2573

Open: Monday to Friday, 9 am – 4pm.

The RACE line is not open on weekends or stat holidays.

Prior to speaking to the Psychiatrist for RACE please have the following information ready:

Your: Name and billing number.

Patients: Name, PHIN, DOB and diagnosis.

Background

This program started in British Columbia and has been very successful.

The most common reasons for calls in BC are:

General management, diagnostic, therapeutic and recommendations for Medication, additional testing, reassurance of plan

The estimated cost saving to the system was up to \$200/call

In BC,

90% of calls are <15 minutes in length.

60% of RACE contacts avoided face-to-face consults

32% of calls avoided ED visits

Overall BC has seen:

Improved patient and provider experience

Improved efficiencies

Improved ED flow

Increased specialist capacity

We are hoping that RACE will be a positive experience in Manitoba and provide Family Physicians with timely access to expert advice and enhance patient care.

Please Note:

Physicians can earn CME credit through “Linking Learning to Practice“

Family physicians can bill for their call using MB Health tariff #8006