

APPENDIX B-2: Walk-In Connected Care Clinic: Client Appointment Booking Guide

Appointment Type - Details

ACUTE:

- **SHORT DURATION**
- **SUDDEN/RECENT ONSET of SYMPTOMS**

EXAMPLES:

- FLU/COLD/STREP THROAT
- CUTS/SPRAINS/STRAINS/
BROKEN BONES
- RASHES/ECZEMA/BRUISES
- INDIGESTION/HEARTBURN/
STOMACH PAIN

BASIC:

- **SIMPLE / ESSENTIAL**
- **FUNDAMENTAL CARE**

EXAMPLES:

- BIRTH CONTROL/PAP
- DRESSING CHANGES
- IMMUNIZATIONS
- B&L – WELL CHILD

CHRONIC:

- **PERSISTANT /LIFETIME**
- **RECURRING /LONG LASTING SYMPTOMS**

EXAMPLES:

- ARTHRITIS
- ASTHMA / COPD
- HEART / KIDNEY DISEASE
- DIABETES
- CANCER

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Description	Instructions	Length ¹ (Minutes)	Type ² (from drop-down box)	Reason (from drop-down box)	Appointment Details Notes ³
Immunization (with PCN)	PCA to check Panorama	15	Basic	Immunization	PCN
Medication Refill	Requests list of meds	15	Acute / Chronic	Prescription Refill	NP
Pap test	Routine /	15 - 30	Acute / Basic	PAP	PCN
Blood Pressure check		15	Basic / chronic	Cardiac	PCN
Pregnancy test	Urine required	15	Basic	Reproductive Health	PCN
Prenatal	Referral to OB/GYN	15-30	Acute	Prenatal	NP
Form Completion		15 - 30	Acute	Detox – Mental Health; RTW - injury	NP/PCN
Diabetic Check / review		15	Basic / Chronic	Diabetes	PCN
Asthma Management		15-30	Basic / Chronic	Respiratory	PCN / NP
Mental Health / Social Work		30	Acute	Mental Health	PCN / NP
Standard Appointment	1 specific concern or follow-up visit	15	Acute / Basic / Chronic	Details of concern	NP / PCN
STI check (female)	Urine required	15 – 30	Acute	Reproductive Health	STI check - PCN
STI check (male)	Urine required	15-30	Acute	Reproductive Health	STI check - PCN
Telephone Visit / consultation		15	Acute / Chronic	Telephone visit	PCN/NP
Well child	Assessment of child	15 -30	Basic	Well child	B & L Resources - PCN

NURSE MANAGED CARE

Ear flushes
 Pap Smears
 Immunizations
 STI Screening
 Wound Care
 B&L Resources for children visits
 Pregnancy tests
 Diabetic check
 BP check
 Wart treatment
 Lice treatment
 Suture removal

REASONS:

Ears, nose and throat - ENT
 Reproductive health
 Other
 Reproductive Health
 Dermatology / Integument
 Well Child
 Reproductive
 Diabetes
 Cardiac
 Dermatology / Integument
 Dermatology / Integument
 Dermatology / Integument