

# RACE

**Rapid Access to Consultative Expertise**

**Update: Fall 2017**

A partnership the Manitoba College of Family Physicians and the WRHA Mental Health Program along with the Primary Care Program launched a new service in Manitoba on June 1, 2016. **Rapid Access to Consultative Expertise** or **RACE** is a telephone service which provides access to a psychiatry consultant for advice by calling one central number. Initially, this service was available only to Physicians, and Physician Assistants working with a Family Physician, who have an ongoing relationship with their patients. ***We are excited to announce the following RACE updates:***

* **Nurse Practitioners and Pediatricians** now have access to RACE consultations
* **Substance Use Disorders is now a consultation option** along with the existing complement of Adult, Child and Adolescent, and Geriatric Psychiatry consultation options.

# The goal of RACE 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
* A learning opportunity

**RACE Does Not Provide:**

* Appointment booking
* Arranging transfer
* Arranging for laboratory or diagnostic investigations
* Information to the referring physician of results of diagnostic investigations
* Arranging a hospital bed
* Consultation related to patients currently admitted to a facility such as a hospital or personal care home
* Consultation for acute crisis situations

# To contact RACE, please call:

# 204-940-2573

Open: Monday to Friday, 9 am – 4pm

RACE is **not** open on weekends or statutory holidays.

# Prior to calling RACE, please have the following information ready:

* Physician Name and Billing Number
* Patient Name, PHIN, Date of Birth and diagnosis

# Background

This program started in British Columbia and has been very successful. The cost saving to the BC health system is estimated to be up to $200 per call.

# The most common reasons for calls in BC are:

* General management
* Diagnostic
* Therapeutic
* Recommendations for medication and/or additional testing and
* Reassurance of treatment plan.

# In BC,

* 60% of RACE contacts avoided face-to-face consults
* 32% of calls avoided Emergency Department visits

# Overall BC has seen:

* Improved patient and provider experience
* Improved efficiencies
* Improved ED flow
* Increased specialist capacity

*RACE has been a positive addition to Manitoba by providing Family Physicians/Physician Assistants with timely access to expert psychiatric advice to enhance patient care. We are excited that capacity has now expanded to include Nurse Practitioners and Pediatricians and anticipate that this will be a positive addition to their practice.*

***NOTABLE:***

1. Family Physicians can earn **CME credit** through “Linking Learning to Practice.”
2. Family Physicians can **bill for a RACE** **call** using MB Health Tariff #8006.