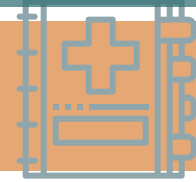


# What To Expect.....



## Team Care Centre Medical Management

As you begin your care with our Nurse Practitioners, an important first step is to ask yourself the following questions:

- What is my goal for medication?
- What changes am I willing to make?

Then consider the following:

- Prioritize the symptoms and challenges you have been facing so that your Nurse Practitioner can focus on those ones most important to you. Prepare for each follow-up appointment by thinking about what you would like to talk about relating to the reason why you were referred to our program.
- Come prepared. Think about any questions you may have related to your symptoms and treatment so you are ready to address them with the Nurse Practitioner.

## Team Care Centre Medication Management:

... will be delivered by a Nurse Practitioner using best care practice guidelines and tools proven to achieve results when applied to your individual and specific needs. Your Nurse Practitioner will work with you by conducting in-depth assessments, short-term medication management, treatment recommendations and/or establishment of a plan of care.

... is time-limited. You will be followed, monitored and supported through out your time here with the Nurse Practitioner. During this time your Nurse Practitioner will work closely with you to develop a plan of care that better manages your symptoms. Once discharged from the program, if at a later date you require additional support your Primary Care Provider can submit a new referral on your behalf.

... is voluntary and you may choose to end Nurse Practitioner care at any time, at which point you will continue your care with your Primary Care Provider.

... requires that you call **at least 24 hours** in advance to cancel or reschedule an appointment. If you miss an appointment, you will be contacted by phone to confirm your interest in continuing services. If we do not hear from you for a period of 2 weeks, your file will be closed and a new referral will need to be made by your Primary Care Provider.

... requires regularly scheduled appointments to be effective in addressing your wellness. If you do not show up for your appointments it impacts your treatment. **Two (2) consecutive no show** appointments will result in your file being closed and a new referral will need to be made by your Primary Care Provider.

## Principles of Medication Management:

**Education:** Provides information about symptoms you may be experiencing surrounding your mental health, effective coping strategies, and how medications can be used as a tool to better manage these symptoms.

**Treatment Plans:** Your first appointment can last up to 1 hour and follow up appointments can be approximately 30 mins. Treatment plans are created between you and the Nurse Practitioner. Goals are discussed and set with you. Your treatment plan may also include referrals to internal and/or external services to help support you to achieve your wellness goals, including counselling.

**We Work as a Team:** At WTCC we strive to meet your needs holistically and to do so we will at times, consult with our team with your consent. The Nurse Practitioner may consult with our team Pharmacist, Psychiatrist, Counsellor, or other team members when needed and as related to your treatment goals.

**Importance of Taking Your Medication:** It is important to work with your Nurse Practitioner to get the best results possible. This means that if you and the Nurse Practitioner agree to medication as part of your treatment plan then taking medications as instructed and contacting our office if you have any questions or concerns is important. The Nurse Practitioner and our staff Pharmacist will be available to answer any questions you may have.

**Regular Follow-ups are Important:** Nurse Practitioner services are time limited therefore it is important to attend your scheduled appointments to obtain the best outcomes for yourself.

**Prescriptions and Refills:** While under the care of your Nurse Practitioner, any medications related to your treatment plan here at WTCC will be taken care of with your Nurse Practitioner and not your Primary Care Provider. If you require a refill on any medications prescribed by the Nurse Practitioner or wish to make any changes, please contact our office.

**Your Primary Care Provider Will Always be Updated:** WTCC will send regular updates on your care to your Primary Care Provider so they are always aware of your progress.