

IDC New Patient Intake Process

Social Work Intake Assessment

- Psychosocial and medical history
- Assessment of addiction and mental health needs
- Complexity score established
- Description of IDC services and collaborative team approach explained to patient
- *Determines if patient is appropriate for IDC

NO:

Refer to community GP, including appropriate VCHA CHCs, ensure patient is engaged in care

(in past year, approx 30% of patients referred to IDC have been deferred to a community GP)

*Considerations for referring patient to care elsewhere:

- Medically and psychosocially stable
- Patient has an existing relationship with their family physician (consider shared care model)
- Patient who does not live close to the IDC and transportation to the clinic may be a challenge (find patient care closer to home)

YES:

Book patient in for nursing first contact visit, to be seen by first contact RN. Verbal report given to RN from SW

Nursing first contact visit:
Completed by 1st contact RN and most appropriate IDC physician determined.

After nursing first contact visit RN discusses patient referral with MD

MD has first visit with pt

After MD visit, MD and RN review the patient case to ensure an appropriate fit.

If no, process repeated