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Episodic Care Policy

The NPHWC provides episodic care to patients availing our services. Episodic care is defined by the *College of Physicians and Surgeons of Alberta* as a single visit that assists in addressing a health-related concern which may lead to recommendations for further follow-up with a primary healthcare provider, referral to a specialist, and/or the provision of health-care advice which can assist with bridging gaps in client care. An episodic care visit with NPHWC **begins and ends with an appointment**, however recommendations and advice for follow up may be provided by the clinician and may result in a client's decision to continue the professional therapeutic relationship for an extended duration to better address a health care concern. It is ultimately at the client's own discretion to seek further healthcare services through the NPHWC after completion of an episodic visit. Furthermore, a client may decide to book additional appointments with NPHWC to better address and manage their healthcare needs, especially clients who do not have a consistent primary healthcare provider.

Follow-Up on Diagnostic Test Results

During your visit, the NPHWC provider may order diagnostic imaging and/or provide a laboratory specimen requisition. The NPHWC provider will later receive the diagnostic test results that they have ordered via letter mail or fax which they are responsible for reviewing. After a review of client test results, the NPHWC provider will then document their interpretation of those available results in the client's chart (*Jane Electronic Medical Record – Jane EMR*) and make their determination of whether those results are deemed normal or abnormal. In the event of a normal result, the clinician will document those findings in the client's EMR and a client who wishes to follow up and inquire about those normal results can do so by either emailing or calling the clinic. An NPHWC receptionist will be able to access a client's file and determine whether or not a test result was received and reviewed by the ordering provider and deemed normal.

In the event a diagnostic test result is deemed *abnormal*, the clinic receptionist or clinician will contact the client directly with a recommendation to return to clinic to review abnormal results and discuss possible treatment options. The client will have the choice to return to receive additional assistance through the NPHWC or avail of other public or private healthcare services. The receptionist or clinician will document when clients are notified of abnormal results.

Important Note: Clients availing of NPHWC services with an identified abnormal result, and who wish to have that abnormal result addressed through NPHWC services, **must understand** that they will be required to return to NPHWC for further assessment and re-evaluation of care **at the cost of an episodic care** visit. This

additional episodic visit will allow the clinician to determine and develop an appropriate treatment plan (ex. Adjusting dosage of a medication or ordering another diagnostic test).

Grounds for Dismissal from NPHWC Services

The NPHWC aims to provide healthcare services to the public, however, does require a fee-per-visit due to services not being covered by the provincial medical care plan (MCP). Clients who refuse to provide payment to NPHWC for the services provided may be prohibited from further booking with the clinic until all fees have been paid in full. Furthermore, clients who engage in any behaviors as outlined in CRNNL document *Ending-the Therapeutic NP-Client Relationship* may be subjected to immediate dismissal from NPHWC services, including (but not limited to) the following:

- A client who displays either physical or verbal abuse directed at staff and/or other patients which is not associated with a mental health crisis/emergency.
- A client who engages in prescription fraud
- A client who leaves the province without returning for reassessment to province of Newfoundland and Labrador (NPs are only licensed to provide healthcare services to clients who are within their licensed jurisdiction of care and includes virtual healthcare service delivery)
- A client who does not wish to follow up with clinic on abnormal results. Results can be transferred to another healthcare provider at the client's discretion.