

Change in Model of Care: Starting September 2018

Beginning this September, the role of the **Nurse Practitioners (NP)** in the Medical Day Unit (MDU) will change. A **Medical Doctor (MD)**, either Dr. Kuo or Dr. Ward, will now be covering the unit each day. This means you will no longer see the NPs when you come for your regular MDU treatments.

Since you are a patient of both the Medical Day Unit (MDU) and the Red Blood Cell Disorders (RBCD) Clinic, it is important that we explain the differences to help you know what to expect at your different visits.

MDU Visit: Transfusion or phlebotomy ONLY

What to expect:

- Your primary **Registered Nurse (RN)** will assess you and talk to you about your health concerns from the past month
- Lab results will be shared with you by your RN if you haven't already accessed them on your myUHN patient portal
- The **Doctor (MD)** covering the MDU will discuss any abnormalities in your lab results or changes in your health with you

RBCD Clinic Appointment: Happens every 3-4 months on the same day as transfusion or phlebotomy visit

What to expect:

- You will meet one on one in the MDU with the **Nurse Practitioner (NP)** or the **Doctor (MD)** working in the clinic that day. You will discuss any new or ongoing concerns with your health
- Your routine screening results will be reviewed and/or ordered

IMPORTANT REMINDERS

1. It is very important you **do not miss your RBC Clinic appointments** to discuss your concerns and treatment planning in detail.



2. If you want the results of your bloodwork or screening tests (i.e. MRIs) earlier than your RBC Clinic appointment, please sign up for the myUHN Patient Portal so you can access the results online yourself. Ask the MDU administrative staff for an access code if you do not already have one.
3. It is important you have a **primary care provider** (family doctor or nurse practitioner in the community) who you can see to manage any health issues that are not related to your blood disorder. If you do not have a primary care provider, please contact Health Care Connect:
Phone: 1-800-445-1822
Website: ontario.ca/healthcareconnect
4. Issues with refills or reimbursement for Exjade, Jadenu or Ferriprox should first be discussed with the patient support programs.
For Exjade and Jadenu, call the Alliance: 1-855-489-4362
For Ferriprox, call Adjuvantz: 1-844-347-7200
5. For issues with your Desferal pumps or supplies, please contact Colleen Johnson, NP:
Email: Colleen.Johnson@uhn.ca
Text Message: 416-817-6019
Leave a Voicemail: 416-340-4650

In Colleen's absences, there will be an absence alert message to re-direct you.

6. The NPs will still be available by phone or email to address any issues about your blood disorder in-between your transfusion visits. Please leave a message on the **NP phone line** and they will return your call within 48 hours: 416-340-4882 and press 3 to only leave one message (*you will always need to leave a voicemail on this line)

If you have any questions or concerns, please do not hesitate to contact us or discuss this at your next appointment.

A handwritten signature in black ink, appearing to read "Ina Cherepaha-Kantorovich". The signature is fluid and cursive, with a large loop at the end.

Ina Cherepaha-Kantorovich
Nurse Manager
416-340-4800 ext 8618

A handwritten signature in black ink, appearing to read "Richard Ward". The signature is cursive and elegant.

Dr. Richard Ward
Medical Director

