

Rapid Access to Addictions Medicine (RAAM) Information for Service Providers

What are RAAM clinics?

RAAM clinics are walk-in clinics for people who want help with substance use disorders (SUD). No referral or appointment is necessary.

It is important to note that RAAM clinics are not a substitute for an emergency department (ED) when there is need for acute medical or psychiatric intervention.

RAAM clinics are also intended to be an option for patients discharged from an ED or hospital, after acute investigations, monitoring and treatment have occurred. Participation in RAAM clinics has been shown to decrease overall presentations to acute care for people with SUD.

Who should be directed to RAAM clinics?

If the patient is assessed as struggling with substance use and are interested in exploring treatment and supports, they are appropriate to direct to a RAAM clinic. Family and friends are welcomed at RAAM clinics and will also be offered supports.

Please note: A patient does not need an appointment or a formal referral to access RAAM services. The walk-in clinics are *first come, first served* and voluntary.

Suggest a RAAM clinic if they:

- are in stable physical condition
 - no urgent medical investigations, observation or treatment needed
- are in stable mental condition
 - no acute psychosis, or active suicidal or homicidal ideation
- have known or suspected SUD, or problematic substance use
 - recent presentation to ED with overdose, intoxication or withdrawal
 - recent presentation to ED or hospital admission for substance related diagnosis
 - Complications of substance use
 - Aberrant behaviors related to prescription medication
 - Requesting treatment and/or community resources

Do not suggest a RAAM clinic if they:

- are in unstable physical condition
- require urgent investigations, observation or treatment
- are in unstable mental condition
 - acute psychosis
 - acute agitation
 - active suicidal or homicidal ideation
 - on a mental health act form
 - requiring police/security involvement
- are experiencing moderate to severe alcohol withdrawal, including history of seizures or delirium tremors

In the above situations, follow standard protocols and transport the person to an ED, with handover to Emergency Response Personnel.

What can people expect when they go to a RAAM clinic?

Once seen in a RAAM clinic, the person may be provided with medication such as Buprenorphine/Naloxone, Naltrexone, Acamprosate, Benzodiazepine tapers, Harm reduction education and supplies (take home-naloxone kits), counselling or referrals to appropriate community treatment programs. People may be offered follow-up at the RAAM clinic as appropriate.

Once patients are stabilized they will be referred back to primary care for long-term follow-up whenever possible. There may be communication to the primary care provider for continuity of care. After discharge, the RAAM clinician can provide ongoing support in the form of re-assessments, consultations and advice about addiction management. Patients may re-access services whenever needed.

Where are the RAAM clinics and when are they open?

WINNIPEG

Crisis Response Centre- Fax Number: 940-6683

817 Bannatyne Avenue, Winnipeg

Clinic Hours: Tuesdays, Wednesdays, and Fridays from 1 to 3 p.m.

Virtual clinic Thursdays from 1 to 4 p.m. – contact clinic to arrange appointment

General Phone: (204) 940-2177 - Alternate Phone: (204) 940-8923

River Point Centre - Fax Number: 582-2063

146 Magnus Avenue, Winnipeg

Clinic Hours: Mondays from 1 to 3 p.m. and Thursdays from 9:30 to 11:30 a.m.

General Phone: (204) 944-6209 or 1-(855) 662-6605 (Call Monday – Friday 8:30-4:30)

THOMPSON

Eaglewood Treatment Centre - Fax Number: 677-7328

90 Princeton Drive, Thompson

Clinic Hours: Tuesdays from 9:30 a.m. to 12 p.m., Wednesdays and Thursdays from 1 to 4 pm

General Phone: 1 (866) 291-7774 or (204) 677-7300 or (204) 677-7240

(Call Monday – Friday 8:30-4:30)

BRANDON

7th Street Health Access Centre- Fax Number: 578-4950

20 – 7th Street, Brandon

Clinic Hours: Mondays, Tuesdays and Wednesdays from 11 a.m. to 1 p.m.

General Phone: (204) 578-4800 (Call Monday – Friday 11:00am – 7:00pm)

SELKIRK

Selkirk Community Health Office - Fax Number: 785-5587

237 Manitoba Avenue, Selkirk

Clinic Hours: Tuesdays from 12:30 to 3:30 p.m.

General Phone: (204) 785-7513 (Call Monday – Friday 8:30-4:30)

PORTAGE LA PRAIRIE (Opening late October 2020 - further details to be confirmed)

159 5th ST S.E., Portage la Prairie

Clinic Hours:

General Phone: (204) 239-8800

To check for updates follow the link: <http://mbaddictionhelp.ca/#> and click “Services” in the menu bar at the top of the page.

RAAM clinics provide services on a first come, first served basis. If a clinic is not able to accommodate a same-day assessment, patients will be directed to the next available RAAM clinic. The goal is to see all patients within one week of presentation.

The **posted clinic hours are for new walk-in patients** seeking RAAM clinic services. In addition, the RAAM clinical team - physician, counsellor, nurse - provides follow-up to patients, coordinating medication management, making referrals to other services, supporting and consulting with other providers, and informing service providers about clinic services.

If you wish to **provide collateral information** for a patient whom you have directed to a RAAM clinic, please fax a letter or supporting documentation **Attention: FOR RAAM on the cover sheet.**

Note: if unsure where the patient plans to present, feel free to fax the information to information to multiple clinics if unsure which one they will attend (see clinic fax numbers on page 2).

RAAM On-Call Services (24/7) & Other Addiction Medicine Resources:

Options for advice or case review

1) RAAM ON-CALL 24/7 - is available for clinical questions from physicians, nurse practitioners, nurses, pharmacists

Criteria:

- **PRIMARY CARE AND ALLIED HEALTH:** when requiring clinical advice for patients associated with a RAAM and RAAM clinic staff are unavailable (see clinic contact information on page 2).
- **EMERGENCY DEPARTMENTS:** when requiring clinical advice for all patients experiencing a Substance Use Disorder who are interested in engaging in care.

To Access RAAM On-Call - Contact the Health Sciences Centre (HSC) paging at **(204) 787-2071** and request **“RAAM on-call”** for urgent assistance that cannot wait until the next RAAM clinic.

We ask that you have the following information prepared prior to calling the on-call service:

- **Patient information**
 - Full name
 - DOB
 - PHIN
- **Clinical details**
 - active diagnoses
 - current medications
 - pharmacy information including fax and phone
 - last clinical assessment details
 - next planned clinic date
 - any other relevant information
- **Clinical question**

The on-call provider will also require your full name and role for documentation purposes

2) Addiction Consult physician (call HSC paging **(204) 787-2071**, request **“Addiction Consult Physician”**): for case review or advice for patients not associated with RAAM, including those admitted to hospital.

3) Rapid Access to Consultative Expertise (RACE): for recommendations within 2 hours, 9 am to 4 pm, weekdays excluding Statuary holidays – call **(204) 940-2573** select option 4 – Substance Use Disorders.

4) Manitoba Opioid Support and Treatment (MOST) program - Addictions Foundation of Manitoba: **(204) 944-7070**.

5) eConsult: for recommendations within 7 days - Service Desk **204-940-8500** select option 4 or toll-free **1-866-999-9698** select option 4.

Link: <https://mbtelehealth.ca/services/econsult/>

Options for clinical consultation (ie. Direct patient assessment)

1) CARMA (Complex Addiction & Recovery Medical Assessment) clinic: non-urgent outpatient consultation, including Telehealth assessments. Link: http://umanitoba.ca/faculties/health_sciences/medicine/units/psychiatry/programs/addictions.html

Fax consult request, including provider and patient contact information, to: **(204) 787-3996**, attention to Talia Carter

2) RAAM Crisis Response Centre (CRC) Virtual Assessment - Book a virtual initial assessment on Thursday afternoons: Call RAAM staff at CRC to book – **(204) 940-2177** or **(204) 940-8923**

3) Co-occurring Disorders Outreach (CODI) referral: for clinical assessments and access to Dialectical Behavioural Therapy (DBT) for patients with co-occurring SUDs and mental health conditions. Link: <https://sharedhealthmb.ca/services/mental-health/codi/>

Additional Information:

- Clinic days and hours may be adjusted based on need and patient feedback, and will complement other RAAM clinics. Stay up-to-date on clinic openings and times by visiting: <http://mbaddictionhelp.ca/services/rapid-access-to-addictions-medicine-raam/>
- If you or your patients have questions, please contact the **Manitoba Addictions Helpline** at: **1-855-662-6605** (8:30 am to 4:30 pm, weekdays). To answer general questions or go to: <http://mbaddictionhelp.ca>.
- For patients under 18 years old, please contact the **Youth Addiction Centralized Intake** service by calling **1-877-710-3999** (8:30 am – 4:30 pm, weekdays).
- Additional information about **the RAAM model** can be found at: <http://www.metaphi.ca/the-model.html>. This website also provides links to a number of Provider Resources and Patient Resources that can be useful in addressing substance use disorders in both primary care and acute care settings.