

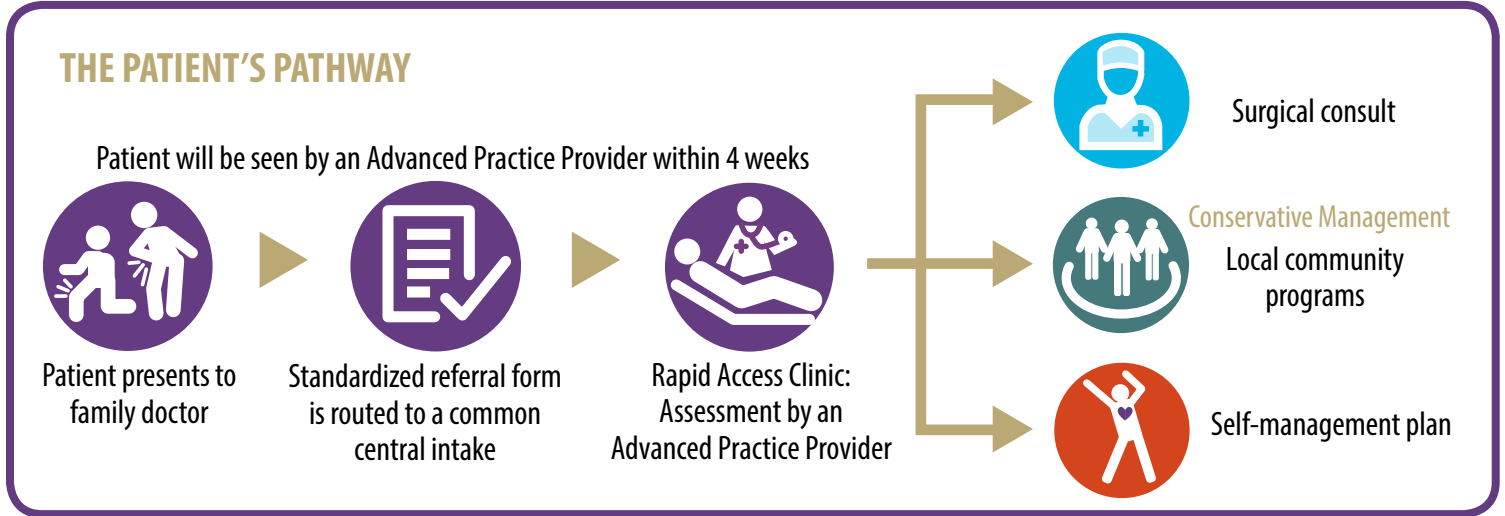
HIP AND KNEE CENTRAL INTAKE AND THE RAPID ACCESS CLINIC MODEL

For patients with moderate to severe arthritis



To support equitable access to high quality musculoskeletal care, a centralized referral system is used for hip and knee arthroplasty for the region's five Rapid Access Clinics (RAC): Humber River Hospital, Mackenzie Health, Markham Stouffville Hospital, North York General Hospital and Southlake Regional Health Centre

Rapid Access Clinic Model

The following diagram illustrates the pathway for patients referred to a Rapid Access Clinic (RAC):



Benefits of the Model

 PATIENTS	 PRIMARY CARE	 SURGEONS
<ul style="list-style-type: none">• Timely assessment and consultation• Education on assessment finding and treatment options• Individualized treatment plan• Surgical candidates: Choice of preferred hospital, preferred surgeon or next available appointment• Improved patient experience and satisfaction	<ul style="list-style-type: none">• One point of contact for referrals (hip, knee and low back pain) and clear referral criteria• Enhanced communication between providers• Assistance with conservative management of patients• Maintain provider and patient choice	<ul style="list-style-type: none">• Increase in appropriate referrals• Access to necessary information on patient's clinical history, physical exam findings• Assistance with supporting patient through education and management options during wait time for surgery

Making a Referral to a Rapid Access Clinic

All primary care providers are required to fax their completed [Orthopaedic Consultation – Knee and Hip Arthritis Management form](#) for hip and knee arthroplasty to **855-346-9138**. To expedite the referral process, please ensure the referral form is completed in its entirety, including imaging and other supporting documents.

If you have questions about the Rapid Access Clinic Model for hip and knee, please call 905-472-7373 ext. 6281.