To: Residents of Riverwood Square

From: LifeSmart Health

Subject: Access to Physician and Medical Team at Riverwood Square

LifeSmart Health is happy to announce that we will be offering residents the opportunity to access a family physician as part of our new services at Riverwood Square. We understand that residents and families may have a variety of questions regarding the services. To provide additional information, we have attached a list of frequently asked questions (FAQ) for your convenience.

LifeSmart Medical Team
Frequently Asked Questions (FAQ)

Question #1: What is the LifeSmart Health program being offered at Riverwood Square?

Answer: In an effort to improve access to primary care, we are providing residents with a new and exciting option at Riverwood Square.

For residents of Riverwood Square, we are offering a comprehensive program that includes access to a dedicated healthcare team that provides care within the residence each week. Residents of the Landing who sign up for the program are provided with the entire team of healthcare professionals and services.

Question #2: Who is the physician and medical team coming to Riverwood Square?

Answer: Our physician is Dr. Carlos Jaramillo and he will be supported by a network of allied health providers. Dr. Carlos Jaramillo is a family physician who completed his training at the University of Manitoba. He currently works at our LifeSmart Medical Seven Oaks location that is located on North Main Street in Winnipeg (1840 Main Street).

Dr. Jaramillo will be supported by a licensed Physician Assistant, Kelli Bell, who practices under Dr. Jaramillo's license. This allows Kelli to provide a variety of medical services that would normally be provided by the physician. Kelli can complete physical exams, write prescriptions, review test results, and perform a variety of other medical skills as she practices in collaboration with Dr. Jaramillo.

Question #3: How will medical appointments take place at Riverwood Square?

Answer: The team will attend to residents in their suites for appointments. To ensure every resident receives the time and attention they deserve, our in-residence medical appointments

are conducted in a flow-based format rather than by scheduled time slots. Our care team moves through the building in an organized, location-based order, which allows us to see residents as efficiently and comfortably as possible.

To help things run smoothly for everyone, we kindly ask that residents - and any family members or guests who wish to be present for the appointment - remain in or close to their suite on appointment days. This simply ensures that when our team arrives, there are no delays and residents are seen promptly without missing their turn. We want to ensure everybody that needs to be seen on a clinic day is seen and therefore ask residents and families for their assistance in being available for their appointment when our team is ready to see them!

During an appointment, there may be multiple healthcare providers present, including the physician, the clinical assistant, a clinical pharmacist, and/or a student in training. While having multiple providers present can often be of benefit, there may be times where for privacy reasons, only one provider is present. Having multiple healthcare providers available for an appointment results in improved communication and efficiency. This allows our team to make collective decisions and implement a solution in real time without the delays we often experience in community healthcare.

Question #4: Am I able to see Dr. Jaramillo or Kelli for walk-in appointments if they are at Riverwood Square?

Answer: To ensure we reduce the risk for poly-medicine, Dr. Jaramillo and Kelli will only see residents that agree to have Dr. Jaramillo serve as their family physician. Seeing Dr. Jaramillo for a walk-in appointment, while also having your care managed by another family physician, can create numerous risks. Dr. Jaramillo may not have all the detailed medical information if your medical chart is with another family physician. For this reason, we have determined that it is unsafe for Dr. Jaramilllo to provide any care in this situation.

For residents who have chosen to transfer their care to Dr. Jaramillo, both Dr. Jaramillo and Kelli will gladly provide acute care (walk-in) appointments for residents at Riverwood Square.

Question #5: How do I choose to transfer my care to Dr. Jaramillo?

Answer: The process is easy and straightforward. Residents, or a legal signatory, can sign our consent form that authorizes us to request a chart transfer from your current family physician. We submit the request on your behalf and will receive the medical chart to upload into our system.

Please note that some medical clinics may charge a fee for the chart transfer request. This is not a charge that we cover and the fee may vary from clinic to clinic.

Question #6: If Dr. Jaramillo becomes my new family physician, where can I see him for medical appointments?

Answer: Dr. Jaramillo and our medical support team will be providing access to medical appointments directly at Riverwood Square each week. Furthermore, residents will have reserved access to walk-in appointments at LifeSmart Medical Osborne in the event they need to come to the clinic on short notice.

We will also have the option of virtual appointments for appropriate situations in which Dr. Jaramillo is not directly available at Riverwood Square.

Question #7: What days will medical appointments be offered at Riverwood Square?

Answer: We provide in residence medical appointments two days a week. Dr. Jaramillo's day at Riverwood Square is **Thursday.** In the event you would like to have an appointment on a day in which we are not in the residence, we do have the option to see a physician at our LifeSmart Medical Osborne clinic location for family medicine and walk-in appointments. As a note - Dr Jaramillo unfortunately does not practice at LifeSmart Medical Osborne. Any appointments scheduled here would be with one of our other physicians or assistants that help support our program.

Question #8: Is the medical team "on-call" for after hours access for emergencies?

Answer: Unfortunately, in the event of an emergency, a resident will still have to go to urgent care or the nearest emergency department. Our program is a suitable replacement for access to primary care, however, when someone needs critical medical attention, the hospital will always be the best option.

As with other family medical clinics, our medical team has clear hours of operation. Outside of the hours of operation, you will not have access to medical appointments. With that being said, our team will often receive test results or other communications after hours. While the medical team may not be available for an actual appointment, our team is often still monitoring for incoming results.

Question #9: How long after an appointment can I expect to receive a new prescription for an urgent medication the physician needs me to start?

Answer: By having our clinical pharmacist present for appointments, we can submit the new prescription to the pharmacy and have an urgent medication delivered within a few hours.

Question #10: Will there be a cost to access the new medical team and program?

Answer: No, you will not have to pay as there is no cost to our program.

Question #11: Why do I have to transfer my pharmacy services if I choose to sign up for the program?

Answer: When individuals receive care in hospitals or personal care homes, they end up receiving care from a dedicated healthcare team. This streamlines processes and results in a far more effective system. In an effort to offer the highest level of care, we have determined that the program can only operate effectively with the entire team included. This results in interested residents choosing to transfer their medical care and pharmacy services to our team.

Question #12: What happens if I need a medical appointment on a day the medical team is not in residence or the physician is on vacation?

Answer: Our healthcare professionals are deeply committed to the wellbeing of every resident - and that level of care and dedication is something we take great pride in. Like all of us, our team occasionally needs time to rest and recharge so they can continue to show up for residents at their very best.

On days when the medical team is not in residence, or when the physician is away, in-suite appointments may not be available. It is recommended that for ongoing matters that appointments are scheduled at the next available in residence clinic day. However, for more pressing matters, residents will still have access to our LifeSmart Medical Osborne team, where a covering provider can see you either in person at the clinic or virtually from the comfort of your suite. Our goal is to ensure continuity of care so that a need never goes unaddressed.

Question #13: Do I need to have a camera or a special electronic device for virtual appointments?

Answer: No, all you will need for a virtual appointment is a phone. In the event the physician requires an in-person examination, they may request that an in-person follow up examination be scheduled at a later date. We understand that some virtual appointments are not ideal, however they allow us to manage vacation for our team members as well as to better react to certain more urgent needs. We appreciate your patience with our teams in utilizing these services to bridge any gaps in coverage.

Question #14: How do I book an appointment to see the medical team once I am signed up for the program?

Answer: For Medical appointments (with the Physician and/or Physician Assistant) You may book an appointment one of two ways:

- By calling LifeSmart Osborne Medical at 204-977-7779 or 204-287-5220
- By going to our website www.lifesmarthealth.ca and in the top right corner selecting “Book Appointment”, then selecting “Riverwood Square Residences”

- FOR ANY NON IN RESIDENCE APPOINTMENTS you may book through www.lifesmarthealth.ca under “Book Appointment”, then selecting “LifeSmart Osborne Medical and Pharmacy” and choosing the walk in provider. ***Note - if there are no appointments showing available please call the clinic at 204-977-7779 or 204-287-5220 and advise that you or your loved one is a resident at Riverwood Square. Our clinic may be full, however there are typically reserved times available for our Senior Living partners.

For appointment requests for Pharmacy services, or for any questions regarding the program you may call LifeSmart Osborne Pharmacy at: 204-287-5233.

Question #15: What types of services are not available in-residence?

Answer: Unfortunately, not all services are possible for us to offer in-residence for a variety of reasons. The following are the most common instances:

- **Bloodwork** - Important for the monitoring of medical care as required. Requisitions will be faxed to Riverwood Square and can be collected from a staff member. Always ensure to have the requisition available when going for appointment.
  - **How to Access through Dynacare (external to LifeSmart):**
    - In Person (the closest location being 2077 Pembina Highway)
    - Home Visit - Can book an appointment to have Dynacare perform a home visit to a resident’s suite on their website at www.dynacare.ca (Dynacare does charge a fee for this service)
- **XRAY -** Requisitions will be faxed to Riverwood Square and can be collected from a staff member. Always ensure to have the requisition available when going for appointment.
  - **How to Access (external to LifeSmart)**
    - In Person at any clinic providing XRAY services and appointments (the closest location being Bison Family Medical at 1686 Pembina Highway)

Question #16: I need help and I am not sure who to contact?!

Answer: When in doubt and have any questions with regard to our program or seeking access to care please reach out to our Clinic and/or Pharmacy! Both are here to support you and your family and are happy to address any questions or concerns.

- LifeSmart Osborne Clinic - 204-977-7779 or 204-287-5220
- LifeSmart Osborne Pharmacy - 204-287-5233