

## QUESTIONS AND ANSWERS

### **Occupational Therapy and Physiotherapy Self Referrals at Stanton Territorial Hospital.**

**Q: What is self-referral?**

A: Self-referral means that patients are able to have direct access to services without first having to see a referring healthcare provider. Self-referral is being added as an additional way to access Physiotherapy and Occupational Therapy services at Stanton Territorial Hospital.

**Q: How did people access these services in the past and what is different now?**

A: Historically, patients required a physician or nurse practitioner referral to access these services at Stanton. Patients can now access this service directly without a referral.

**Q: Why was the change made to allow for self-referral for occupational therapy and physiotherapy?**

A: Self-referral benefits both patients and the health care system. Patient benefits include high levels of satisfaction and confidence, more choice and faster access to care. Health care system benefits include reducing barriers to access rehabilitation services and reducing load on general practitioner's clinics.

**Q: Do we expect wait times to decrease?**

A: One of the benefits of self-referral is the elimination of one of the wait times for the patient. Instead of waiting to see the doctor or nurse practitioner and then again waiting to see the rehab therapist, they only need to wait to see the rehab therapist. Waitlists will still exist, individuals who self-refer will still be triaged and appointments will be booked in order to serve those with the highest need first.

**Q: What is physiotherapy and why would individuals access this service?**

A: Physiotherapy is a health care profession which assists people to restore, maintain and maximize their strength, function, movement, and overall well-being. Physiotherapy can help you recover from injury, become stronger following surgery or illness, increase freedom of movement and mobility, reduce pain, stay active and prevent injury so you can resume activities important to you.

**Q: What is occupational therapy and why would individuals access this service?**

A: Occupational therapy is a health care profession that helps to solve the problems that interfere with a person's ability to do everyday things that are important to them such as getting dressed, going to work or school or leisure activities.

An Occupational Therapist (OT) will try to find out why you cannot do what you would like or need to do. An OT may check:

- Your physical abilities like strength, balance and coordination
- Your mental abilities like memory, coping strategies, organizational skills
- What materials or devices you use to participate in activities like furniture, utensils, tools or clothes
- What social and emotional support is available to you at home, school, work or in the community, and
- The physical setup of your house, classroom, workplace or other environment

**Q: Who can self-refer for these services?**

A: You as a patient can self-refer or as a parent you can self-refer for your child.

**Q: Is this change only for people in Yellowknife?**

A: If the care or service would require medical travel a physician/nurse practitioner referral is still required. Rehab teams regularly attend clinics in communities and during these visits patients can self-refer to the community travel clinic.

Self-referral is already available in Hay River and Inuvik and will be implemented in Fort Smith in the future.

**Q: How do I sign up for occupational therapy or physiotherapy?**

A: The Self-Referral form is available at [www.nthssa.ca/en/stanton-ot-pt-self-referral](http://www.nthssa.ca/en/stanton-ot-pt-self-referral), community clinics and the rehabilitation department. Please complete it and drop it off at the rehabilitation department or one of the community clinics.

**Q: Who can I contact if I have questions?**

A: Please contact the Program Assistants. Occupational Therapy at 669-4340 and Physiotherapy at 669-4117.