

# Access appointment service

## INCLUSION-EXCLUSION CRITERIA

The Access Appointment Service supports members and their patients who need to see a family physician within 24 hours but cannot see their physician. These criteria are not exhaustive but are intended to assist physician members and any staff who refer on their behalf make appropriate referrals to the service. This document was informed by physician members who work at the Primary Care Centre and the CWC PCN's Medical Director. It lists common appropriate (inclusion) and inappropriate (exclusion) reasons for referral.

Inclusion	Exclusion
<ul style="list-style-type: none"><li>• Abdominal pain</li><li>• Minor extremity suturing and suture removal</li><li>• Sore throat/flu/fever/earaches</li><li>• Nausea and vomiting</li><li>• Hypertension</li><li>• Workers Compensation Board claims</li><li>• Minor MVAs</li><li>• Non-emergent mental health concerns such as depression, anxiety, or stress</li><li>• New MSK pain</li><li>• Tetanus</li><li>• RhoGAM</li><li>• Urinary Tract Infections</li><li>• STI</li><li>• Urgent prescription referrals (that pharmacy is unable to extend)</li></ul>	<ul style="list-style-type: none"><li>• Cast removal</li><li>• Complex fractures</li><li>• Eye injuries</li><li>• Emergent mental health referrals</li><li>• Chest pain/shortness of breath</li><li>• Minor COVID/ILI symptoms (cough, runny nose) for &lt; 5 days</li><li>• Chronic conditions (unless flare up or exacerbation)</li><li>• Specialist referral</li><li>• Lab/diagnostic results review and management</li><li>• Driver's medical exam</li><li>• Disability forms</li><li>• Minor/non-urgent procedures (e.g., mole/skin tag removal)</li></ul>