

MS Connections 2009

Navigating the Medical System

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DISCLAIMER

This presentation is based on the Multiple Sclerosis Patient Care & Research Clinic located in Edmonton – it may not accurately reflect how the community MS neurologists operate.



MS CLINIC

- **MS Clinic**
 - 5 Neurologists
 - 2 MS Clinic Nurses

- **Community MS Neurologists**
 - 9 Neurologists
 - 1 MS Special Therapies Nurse

REFERRAL FLOW CHART

General Practitioner

Referral Letter to Neurologist

Neurologist Triage & Appt. is
booked

3 – 12 Month Wait Time

Appt. with Neurologist

Book Annual / Bi-annual Follow-up
as directed by Neurologist

BOOKING APPOINTMENTS

- Please book follow-up / bi-annual / annual prior to leaving the clinic
- If not seen in over one year a re-referral is required
- Call to cancel / re-book ASAP

ROLE of FAMILY PHYSICIAN

- Manage overall health
- Consult with your neurologist & other specialists as required
- Most medical forms / letters
- If you do not have a family physician (or GP):
 - Medcenter
 - Capital Health Link for GP:
 - Local: (780) 408-5465
 - Toll Free: 1-866-5465

ROLE of NEUROLOGIST

- MS specific concerns.
- Consult with your GP as required:
 - Consult letter with each clinic visit.
- Refer to other therapies as required.

ROLE of MS CLINIC NURSE

- **Education**
 - Basic MS education
 - Disease Modifying Treatments & MS medications
 - MS symptom management
- **Counselling**
- **MS medications**
 - Information
 - Coverage
 - Side effect management
- **Direct to appropriate care providers**

Avonex / Betaseron/ Copaxone / Rebif / Tysabri

- Education on Disease Modifying Therapies
- Coverage
- Injection training
- Follow-up & management of side effects

RELAPSE - definition

New / Old symptom(s), in the absence of illness / infection persisting for over 24 – 48 hours.

What do I do if I think I'm having a relapse?

GP: Rule out Infection / Illness

Lab work (CBC & Diff, Urine R&M, C&S)

Infection / Illness

GP to Treat

GP may Treat:

(Can do telephone consult with your neurologist or neurologist on-call)

No Infection / Illness

Call MS Nurse

**Neurologist
Triages & Appt. is
Booked Accordingly**

CONTACTING THE OFFICE

- Phone may not be answered if busy assisting a clinic patient or on the phone.
- Messages are triaged, and returned on a priority basis.
- Please include in message:
 - First & last name.
 - Contact number(s).
 - Reason for calling (ex. symptoms, onset, duration, etc.)

REFILL REQUEST

Pick-up Prescription & No refills left



Pharmacist to Fax Refill Request to Neurologist



MS Nurse Review



Approved / Declined by Neurologist



Faxed back to Pharmacy

MS DMT

Discuss with Neurologist at Appointment

If Appropriate

MS Clinic / MS Special Therapies Nurse

Coverage established

Injection Training

Follow up with MS Clinic / MS Special Therapies Nurse

Who do I talk to if I'm having problems with my MS medication?

- MS Clinic Nurse
- Pharmacist

- MS Special Therapies Nurse
- Patient support company



MEDICAL FORMS

- Family Doctor may complete majority.
- If neurologist is required an appointment may need to be booked.

REFERRALS REQUIRED?

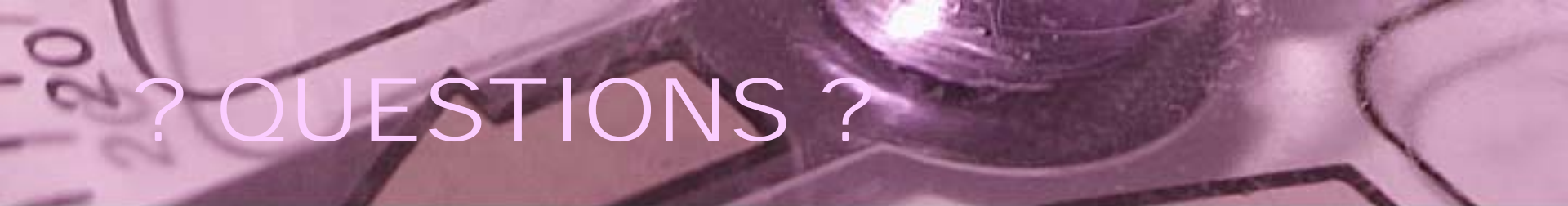
- GP
- Neurologist
- MS Nurse
- Self-Referral

WHEN YOU HAVE YOUR APPOINTMENT

- List of questions / concerns.
- Current list of medications.
- Ask neurologist to refill MS medications
- See MS Clinic Nurse for drug coverage paperwork & site inspection if on DMT.
(Avonex/Betaseron/Copaxone/Rebif/Tysabri)
- Bring someone with you.

Conclusion

- Your family physician, neurologist, MS clinic nurse, MS special therapies nurse and community resources all play an important role in the management of your health
- Please feel free to contact your MS clinic nurse or your neurologist's office for direction if needed



? QUESTIONS ?

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**Thank you for your
time & attention!**

