

Rapid Response Nurses (RRN)

The Rapid Response Nursing (RRN) program with Ontario Health atHome in the North East region consists of a team of Registered Nurses who work with patients and their families to help make the transition from hospital to home successful. The Nurse will support you, help to reduce the chance of hospital admissions/readmissions, and minimize preventable emergency department and primary care visits.

What do we do?

Your Rapid Response Nurse will:

- Provide a head to toe assessment, including measuring your vital signs and communicate any health concerns to your Primary Care Provider.
- Make sure that you have a follow-up appointment scheduled with your Primary Care Provider and that you are able to attend this and any other scheduled tests.
- Help you to better understand your medications, and ensure you are taking the right medications at the right time. We will complete a detailed medication list and share a copy with your Pharmacist, your Primary Care Provider and you.
- Work with you and your family to understand your care plan, treatments, how to manage symptoms and when/who to ask for help.

- We will work closely with your Care Coordinator and will help you connect with them if there are any questions or concerns with your home care service plan.



Who is eligible?

If you have experienced multiple hospital admissions or trips to the Emergency Department, and have been diagnosed with one or more of the following conditions, you may be eligible for the RRN Program:

- Heart Failure, Chronic Obstructive Pulmonary Disease (COPD)
- Asthma, Pneumonia
- Dementia
- Diabetes
- Cardiac conditions, myocardial infarctions
- Hypertension, stroke
- Frail elderly (brittle support)
- Medically fragile/complex pediatric patients

Contact Information

If you have any questions regarding this service, please contact: **310-2222** • ontariohealthathome.ca

We want to help you stay healthier longer!

We offer chronic disease self-management teaching, provide handouts, and can help link you to community education programs and clinics.

Tips on how you can protect yourself from medication errors:

- Know the name and purpose of each of your medications.
- Always take medications according to the instructions.
- Keep an up-to-date list of your medications on-hand.
- Review your medications with your doctor or health care provider regularly.
- Ask your pharmacist or doctor about potential side effects and drug interactions.
- Return unused or expired medications to your pharmacist.
- Remember that medications include over-the-counter drugs and herbal remedies.
- Talk to your pharmacist about medication dispensers or 'blister packs' and set up a system to make sure you are taking the right medication and dosage, at the right time.

Your Rapid Response Nurse is: _____

Telephone: _____ Extension: _____

Team Assistant: _____ Extension: _____

For further information, contact the Rapid Response Nursing Program at: 310-2222

If your health condition worsens and your situation is urgent, please call 911 or visit the emergency department of your local hospital.