



A key component in evaluating the success and benefits of patient medical homes involves collecting stories of health care change from doctors, patients, and allied care providers. These stories take readers on a journey toward understanding how patient medical homes are improving care around the province.

Change Snapshot: How having a nurse in practice improves patient flow and triage.

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Nurse in Practice Supports Patient Communication with GP and Improves Clinic Flow

I have seen the nurse at the clinic several times. She is quite nice. She seems to know her stuff. I feel comfortable seeing the nurse for things that I would have seen a doctor for before. As long as the nurse knows what they are talking about I have no problem either way. That frees up the actual doctor for things that are not easy. The doctor comes in for the last bit.

It is quite easy to get an appointment when I need one – I don't have to wait if it is an urgent issue and the nurse helps particularly with that because she takes care of a lot of the routine things.

The most significant change is that it does seem like the patient flow is better and it's easier to get something triaged. The nurse will see me first and elevate it to the doctor and translate it to doctor speak for something that is a bit vague that I can't explain as easily.