



*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 the nurse in practice increased rapid patient access to care appointments.**

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### **Nurses Prep Patients and Increase Access for Ongoing Care**

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I see both nurses at my doctor's clinic every six weeks. They have been very helpful as I got older and since my husband passed away. I am no longer able to reach over and do my toe nails, so I see them for foot care. They take good care of me. They are very compassionate, very concerned and excellent. I feel very comfortable seeing them for things I would have seen the doctor for before because I remember when my husband was in the hospital, the doctors would come in for a minute and then would have to move on, but it was the nurses who were caring for patients.

After my cold I ended up with plugged up ears, and I saw the nurse and she got a hold of the resident there who was taking the doctor's place. They are good about flagging the doctor in if you need to be seen, or dealing with it if it is something that they can take care of. For my ears, the nurse said you need to get oil to put in and then come back in a week. They are very good at dealing with my health issues, very knowledgeable.

When I had a touch of bronchitis, the nurse pretty much diagnosed me before the doctor came in. It is easier to get an appointment now because sometimes you can just get in and see a nurse and they can take care of the problem and then then they call the doctor in if it is something that would require medical attention.

I think the most significant change since having a nurse in my doctor's clinic is that access has improved. Otherwise I might have been waiting for a week to see a doctor because they are booked up. The nurses prep me for whatever I am seeing the doctor for – I see them first. Having the nurses here is excellent. I can now just go by the clinic and the receptionist says "come this afternoon to see a nurse who can maybe solve your problem."