

## Musculoskeletal Rapid Access Clinic Low Back Pain Program

**April 9, 2020**

### **An Update to our Family Physicians**

We understand many of you are continuing to see patients virtually or in person and as such, the Low Back Pain, Rapid Access Clinic (RAC), Central Intake Office (CIO) continues to receive referrals. However, given the current health care environment with COVID – 19, these new referrals have been on hold since March 17, 2020. Please note that you can continue referring RAC appropriate individuals as per your usual process, as the central intake office is fully staffed and functioning.

As you are aware, **emergent** and **urgent** referrals should be directed to the emergency department and/or a surgeons' office for further screening and evaluation.

As of April 3, 2020 the RAC clinicians have started doing telephone follow up visits for patients. Your offices will be faxed with a consult note following these telephone visits. We are also working diligently to set up virtual videoconferencing visits so that new assessments can also be completed with those patients that are able and consent to this format. We understand that virtual visits may not be satisfactory for all patients and in those instances, irrespective of if a virtual visit has been conducted or not, the patients will be provided with an in-person appointment when non-urgent outpatient clinics are reopened at our RAC sites. New virtual assessments are expected to start with a few patients on April 9, 2020 and our plan is to gradually ramp up barring any unforeseen circumstances.

As we begin to reschedule virtual clinics all patients who were scheduled and subsequently canceled will be given priority, followed by new referrals in order of referral receipt.

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We recognize this is a challenging time for both you and the patients of Ontario as you try to navigate best resources and deliver appropriate care to those in need. We recommend the following online resources for self-management of low back pain and chronic pain management and are also including some commonly prescribed direction specific exercises which you may provide to your patients.

Interprofessional Spine Assessment and Education Clinic (ISAEC) website:  
[www.isaec.org](http://www.isaec.org)

Back Care Canada website:  
[www.backcarecanada.ca](http://www.backcarecanada.ca)

Toronto Academic and Pain Medicine Institute (TAPMI) website:  
<http://tapmipain.ca/patient/managing-my-pain/pain-u-online/#/>

We have also created a google map indicating the locations of Physiotherapy Clinics, Community Pools and fitness programs in the SW LHIN and wanted to share this link so that you may refer to this as required. The list may not be comprehensive but we will do our best to update this map as more resources become known to us.

[https://www.google.com/maps/d/viewer?mid=1v2QnUG0Et3vSFyvhLANH7IMUy7rUEn\\_p&ll=43.92682721803166%2C-81.12651189999997&z=7](https://www.google.com/maps/d/viewer?mid=1v2QnUG0Et3vSFyvhLANH7IMUy7rUEn_p&ll=43.92682721803166%2C-81.12651189999997&z=7)

If you have any questions or concerns or need to discuss any specific case, please do not hesitate to contact our Central Intake Team at the number above.

Thank You

MSK Rapid Access Clinic  
SW LHIN

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