

SCOPE is a platform that promotes collaborative work between primary care, hospital services, and community health partners to serve patients with complex needs. Primary care providers registered with SCOPE can connect to internists, outpatient services, diagnostic imaging, and home and community care services through a single point of access.

To register, click <u>here</u> or email <u>vzefkic@hrh.ca</u> or visit <u>www.hrh.ca/scope</u>

Once registered with SCOPE, PCPs can call in and get access to the following:



Press #1

Internist on Call 8am to 4pm



Press #2

Home & Community
Care Support Services
8am to 4pm



Press #3

Nurse Navigator 8am to 4pm



Press #4

Diagnostic Imaging 8am to 3pm

- + Direct phone consultations with an Internist
- Urgent assessment and management of medical conditions (i.e. abnormal test results)
- Facilitates access to home and community resources for patients with complex or chronic care needs and/or existing H&CCSS clients
- Provides general advice and assistance navigating hospital and community resources
- + Assists with access to specialist care,
 Fracture Clinic & Mental Health services
- + Expedited imaging for urgent cases
- + Radiology consult and report interpretation
- + Information regarding what tests to order

SCOPE Main Contacts

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PCPs registered with HRH SCOPE



Average time spent on a call to SCOPE



% of users who are likely or very likely to recommend SCOPE