

## What is Northern RACE (Rapid Access to Consultative Expertise)?

Northern RACE is an advice line to support primary care providers in Northern BC. Northern specialist physicians provide **support for non-emergent, patient-related questions**. Information and updates on Northern RACE are on the Northern Health (NH) Physicians website under [Physician Resources - Northern RACE](#).

### Benefits for Patients

- They can access specialist care sooner and, in some cases, closer to home
- Reduces the potential negative health effects of waiting to see a specialist in person
- Helps them avoid travel
- Lets them be involved in their own care (e.g., if a RACE call is made while the patient is in the office).

### Benefits for Physicians and Nurse Practitioners

- Speaking directly with specialists for non-emergent clinical questions
- Getting advice quickly – specialists usually return calls within 2 hours
- Guidance for best interim care, work-up and testing
- Help with plan of care
- Enhanced ability to manage the patient in their own office
- Learning opportunities
- A more supportive environment for dealing with complex patients
- Specialists who understand the context and resources available in the North – they're familiar with patient/community details, or can expedite referrals.

### Benefits for Specialists

- A deeper sense of camaraderie and connection with healthcare practitioners in the North;
- Builds trust in referrals to specialists in the North
- An opportunity for peer education
- Increased access to specialist support without increasing the burden on on-call specialists
- Ability for delayed response increases the quality of answer – e.g., specialists can provide a more informed consultation that can include patient history and data.

# Northern RACE

## Specialist Checklist

### Expectations

As a Northern RACE Specialist, you're expected to commit to providing reliable, professional services.

- 1) **Be fully committed to this work:** many people are depending on you;
- 2) **Make every effort to answer calls within 2 hours;**
- 3) **Have collegial interactions on the phone;**
- 4) **Facilitate an educational interaction** to help increase the knowledge and capacity of physicians and nurse practitioners who contact you.

The following checklist will help guide you through these expectations. If at any time you struggle with your responsibilities as part of the Northern RACE team, need to make changes to your schedule or contact information, or have any other concerns, we ask that you immediately contact the Northern RACE line manager at [RCD.Communications@northernhealth.ca](mailto:RCD.Communications@northernhealth.ca).

### When a Call Comes In

1)	<b>Collect Information</b> Collecting information at the beginning of the call is very important it not only helps you with the patient but it helps if the call gets disconnected or interrupted and is also necessary for billing for the call. Be sure to record this information.
	<input type="checkbox"/> Who's calling? What's their contact information?
	<input type="checkbox"/> Who are they calling about? (Patient info, demographics, etc.)
	<input type="checkbox"/> What are they calling about? (Referral, transfer, etc.)
	<input type="checkbox"/> Is the patient listening to the phone call? Waiting in the office?
2)	<b>Confirm the Call Expectations</b> It's important to make sure you have a clear understanding of the nurse practitioner's/physician's expectations for the call.
	<input type="checkbox"/> Have you confirmed the expectations of the call with the caller?
3)	<b>Follow-up Plan</b> A follow-up plan is a very important part of the process. Before ending the call important to ensure a solid plan is in place, and that the physician or nurse practitioner agrees with it.
	<input type="checkbox"/> Did you clearly communicate a follow-up plan to the caller?
	<input type="checkbox"/> Did the caller agree to the follow-up plan? Did they have any concerns with it? Do they know how to send/receive follow-up communications?
	<input type="checkbox"/> Did you write the follow-up plan in the patient's record?



**TIP:** Add the Northern RACE telephone number to your phone's contacts so you know when you're receiving a Northern RACE call