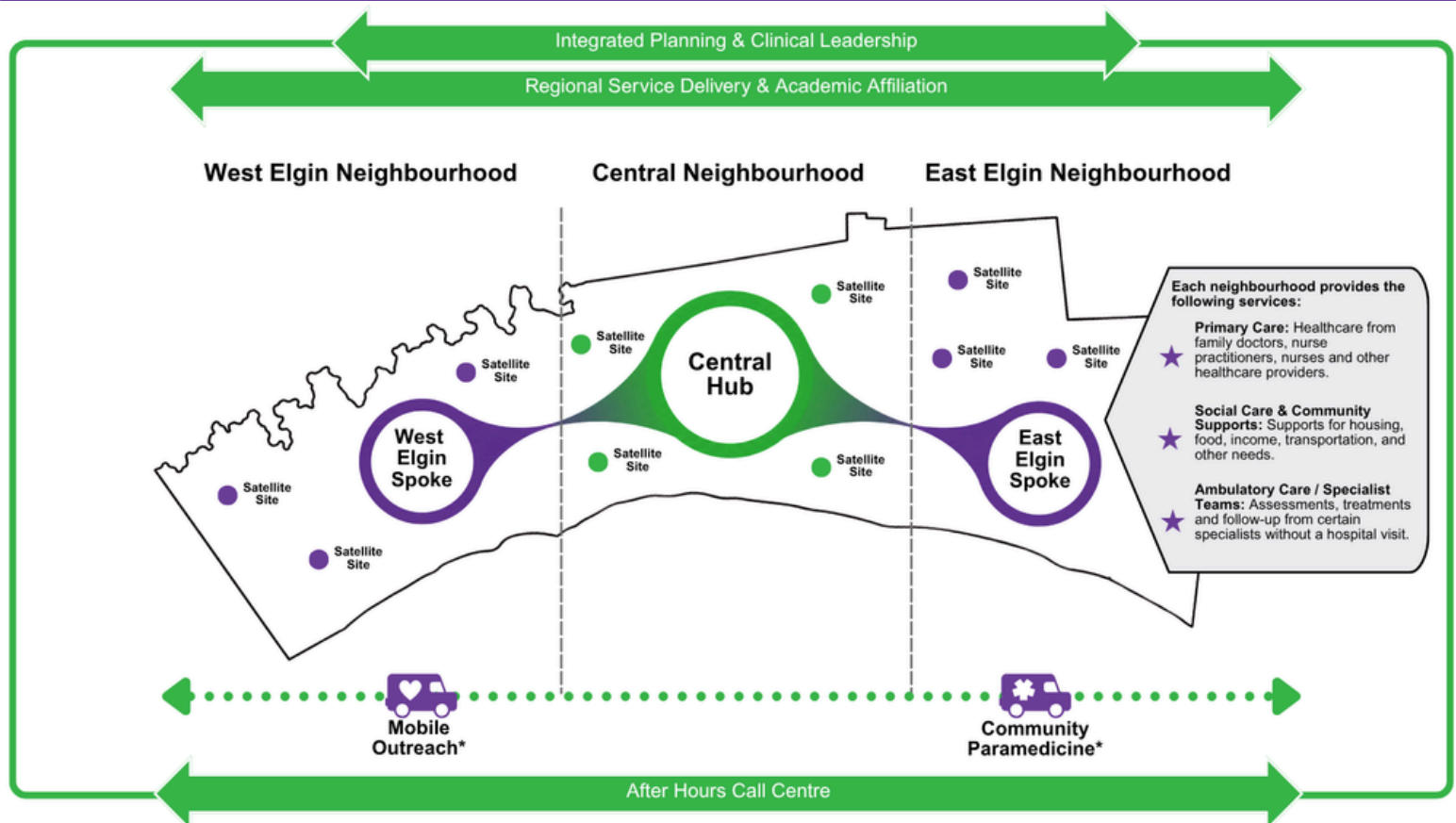


# Accessing Care Close To Home

## The Elgin Neighbourhood Health Home Approach

Everyone in Elgin deserves access to care close to home. Developed through extensive collaboration with healthcare providers, community organizations, and community members, **the Elgin Neighbourhood Health Home approach** provides a shared framework for how care and support services can work together to better meet the needs of people across Elgin.



### What the Neighbourhood Health Home Approach Includes

This model will be introduced through a phased approach over time.



#### Neighbourhood Hub & Spokes

Neighbourhood-based care anchored by a Central Hub, and East and West Spokes



#### Satellite Sites

Community locations where care teams visit or work on certain days, and/or virtual options. Located in high-demand and/or equity deserving neighbourhoods.



#### Mobile Outreach & Community Paramedicine\*

Health and support workers travel to people who may have trouble getting to a clinic, including at community locations or where people live.



#### After-Hours Care Options

Coordinated after-hours health and social care options to meet community needs.



#### Central Primary Care Access List

Assistance in getting connected to a family doctor or nurse practitioner for people without a primary care provider.



#### Support to Find Services

Better support to help people find and access the services they need through coordinated navigation and referral teams.

The Neighbourhood Health Home approach is intended to make it easier for residents to find and access services, navigate between providers and organizations, and receive coordinated support closer to home. While implementation is still in its early stages, this year focused on establishing the partnerships, plans, and initial investments to bring the Neighbourhood Health Home approach to life.

# Frequently Asked Questions

## The Elgin Neighbourhood Health Home Approach

Here are answers to common questions about the Neighbourhood Health Home approach and what it means for you and your community.

1

**Can people still choose their primary care physician or nurse practitioner in this model approach?**

Yes, this model is not meant to take anything away and instead should increase options close to home.

2

**What if my primary care provider is not in Elgin? Can I access Health Home services and supports in Elgin?**

If you have an Elgin postal code, yes.

3

**Can I access care outside of my neighbourhood if I prefer?**

Yes, this model prioritizes people's care needs and preferences.

4

**Will this apply to services and supports other than primary care?**

Yes. Transitioning to this model of care will occur over time but there is an intention to include core services in all neighbourhoods based on individual neighbourhood needs.

5

**What is community paramedicine and mobile outreach?**

Community paramedicine and mobile outreach provide care in home or community settings for people with barriers to accessing services on site. For further service information, please visit [www.elginoht.ca/find-services](http://www.elginoht.ca/find-services).

6

**Where are the spoke and satellite sites located?**

We're currently working with our partners to confirm spoke and satellite locations across Elgin. Follow Elgin OHT on social media or check our website for the latest updates as more details become available.

## Looking for more information?

Visit our website to read more about the Neighbourhood Health Home Approach:



[www.elginoht.ca](http://www.elginoht.ca)

Follow our social media to stay updated:



@elginoht

