

## **Same Day Clinic – Service Delivery Model**

1. Hours of Same Day Clinic:
  - Monday – Friday 1:30pm to 4pm
  - First appointment at 1:30pm
  - Last appointment at 3:50pm
  - Admin time at the end of day
  - Appointments are 20mins
  
2. Appointments will be first come, first served. All clients will be asked to ARRIVE no earlier than 1:30pm. Clients will not be able to register prior to 1:30pm and will not be allowed to register over the phone.
  
3. All clients entering QW will be required to check in at the first floor front desk.
  
4. Client Support Worker will assess Clients against the criteria and if they meet the criteria, the clients will be given a number (14 slots available – 7 per SDC provider) and the client is then sent upstairs to check in, have their charts pulled and wait to see the SDC provider.
  
5. Heather and Rosie will hold 2 half hour slots each per week to see newborns/infants/children. There will be a slot available Monday through Friday – with the exception of Wednesday.
  
6. Locums for SDC providers will not be normally booked. SDC Nurse and Physician will not be booked off at the same time. If this should occur unexpectedly, the SDC clinic will be cancelled.
  
7. When there is prior advanced notice of SDC physician's absence, the director will assign a physician to assume the role of "locum" SDC physician. If there is no advanced notice, the SDC Nurse will see a reduced number of client 4-5 and will consult with the physician to whom the client is registered.
  
8. SDC Nurse will spend the morning hours seeing homeless clients by appointment and drop-in.