

HOME AND COMMUNITY CARE SUPPORT SERVICES

North East

Rapid Response Nurses (RRN)



The Home and Community Care Support Services North East's Rapid Response Nursing (RRN) program consists of a team of Registered Nurses who work with patients and their families to help make the transition from hospital to home is successful. The Nurse will support you and help to reduce the chance of hospital admissions/readmissions and to minimize preventable emergency department and primary care visits.

WHAT DO WE DO?

Your Rapid Response Nurse will:

- Provide a head to toe assessment, including measuring your vital signs and communicate any health concerns to your Primary Care Provider.
- Make sure that you have a follow-up appointment scheduled with your Primary Care Provider and that you are able to attend this and any other scheduled tests or blood work.
- Help you to better understand your medications, and ensure you are taking the right medications at the right time. We will complete a detailed medication list and share a copy with your Pharmacist, your Primary Care Provider and you.
- Work with you and your family to understand your care plan, treatments, how to manage symptoms and when/who to ask for help.
- We will work closely with your Home and Community Care Support Services North East Care Coordinator and will help you connect with them if there are any questions or concerns with your home care service plan.



WHO IS ELIGIBLE?

If you have experienced multiple hospital admissions or trips to the Emergency Department, and have been diagnosed with one or more of the following conditions, you may be eligible for the RRN Program:

- Heart Failure, Chronic Obstructive Pulmonary Disease (COPD)
- Asthma, Pneumonia
- Dementia
- Diabetes
- Cardiac conditions, myocardial infarctions
- Hypertension, stroke
- Frail elderly (brittle support)
- Medically fragile/complex pediatric patients



WE WANT TO HELP YOU STAY HEALTHIER LONGER!

We offer chronic disease self-management teaching, provide handouts, and can help link you to community education programs and clinics.

Tips on how you can protect yourself from medication errors:

- Know the name and purpose of each of your medications.
- Always take medications according to the instructions.
- Keep an up-to-date list of your medications on-hand.
- Review your medications with your doctor or health care provider regularly.
- Ask your pharmacist or doctor about potential side effects and drug interactions.
- Return unused or expired medications to your pharmacist
- Remember that medications include over-the-counter drugs and herbal remedies.
- Talk to your pharmacist about medication dispensers or 'blister packs' and set up a system to make sure you are taking the right medication and dosage, at the right time.

Your Rapid Response Nurse is:

Tel: _____

Ext: _____

Team Assistant: _____

Ext: _____



For further information, contact the Rapid Response Nursing Program at:

310-2222* or 1-800-533-2222

*no area code required

If your health condition worsens and your situation is urgent, please call 911 or visit the emergency department of your local hospital.