

### What is ARC?

A research study that aims to optimize equitable Access to Resources in the Community for primary care patients.

### Who is participating?

7 Primary care practices

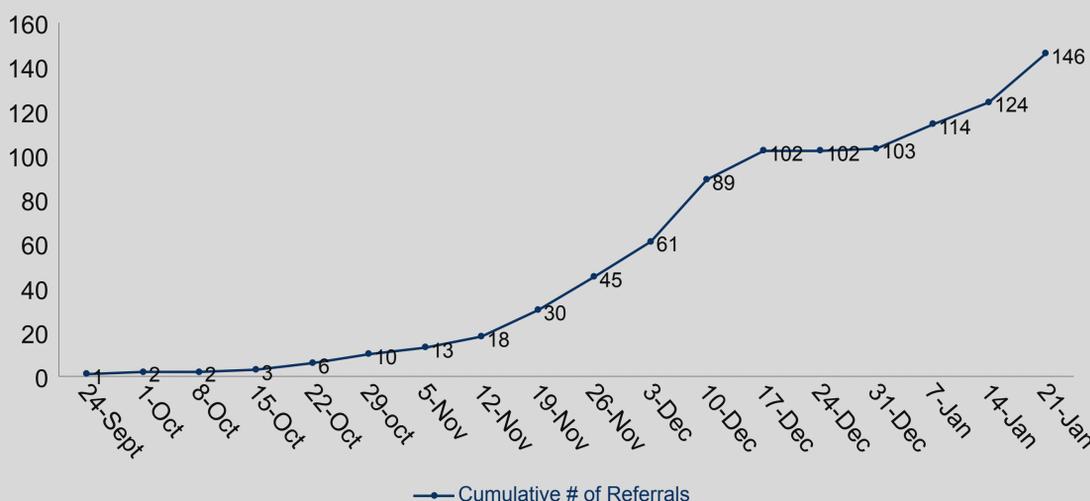


34 Primary care providers



### How many referrals have we received?

#### ARC Referrals



### What happens after the referral?

Let's look at one patient's journey as a participant in the ARC study.

#### Case Study: ARC Patient Referral

Jonathan is a 7 year old boy with autism. He has been experiencing some behavioural issues. His parents do not know how to help him. Jonathan's mother confides in her family doctor who refers her to the ARC study.



#### 1. Jonathan's needs were identified during an encounter with his healthcare provider

Jonathan's provider records his needs on the ARC referral form and faxes the form to the ARC research team:

##### Seeking resources to address the following needs:

<input type="checkbox"/> Chronic pain	<input type="checkbox"/> Diabetes education	<input checked="" type="checkbox"/> Mental health
<input type="checkbox"/> Physical activity	<input type="checkbox"/> Stop smoking	<input type="checkbox"/> Addiction
<input type="checkbox"/> Healthy eating	<input type="checkbox"/> Parenting and family support	<input checked="" type="checkbox"/> Self-management
<input type="checkbox"/> Other (specify):		

#### 2. Jonathan was enrolled in the study (by proxy) and randomized to the intervention arm

- The ARC Research Assistant contacts Jonathan's mother and explains the study in detail.
- Jonathan's mother provides proxy consent for her son to be enrolled in the study and completes the baseline survey on his behalf.
- Jonathan is randomized to the intervention arm and the Research Assistant schedules an appointment for Jonathan's mother to meet with the ARC Patient Navigator.



#### 3. Jonathan's mother met with the ARC Patient Navigator at the practice

The patient's needs were prioritized and **new needs** were identified by the patient's mother :

- Mental health (autism)
- Learning difficulty
- Self-management (anger management)



#### 4. The ARC Patient Navigator supported the patient's mother in accessing resources

##### Patient proxy barriers:

- Knowledge
- Finances
- Literacy
- Language
- Confidence

##### ARC Patient Navigator activities:

- Shared information about community resources by phone and e-mail
- Identified federal financial aid program for children with intellectual disabilities
- Completed forms required to access community resources
- Identified services offered in French
- Provided moral support and accompaniment to appointments at community resources

#### 5. Resources identified by the ARC Patient Navigator to address patient's needs

Patient priority needs	Community resources	Eligibility	Cost
1. Mental health (autism)	Specialized pediatric support	Physician referral	N/A
2. Learning difficulty	Specialized at-home educators	Person living with an intellectual disability (ages 0-18)	Variable (funding available)
3. Self-management (anger management)	Physical activity program adapted for children living with autism	Children living with autism (ages 6-15)	\$25 per year



### Questions? Contact us:

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