



## Six Nations Primary Integrated Care

### Frequently Asked Questions

**Q:** What is integrated care?

**A:** Integrated care is a coordinated approach to care that brings together providers to collaborate on a person's care as needed. Each member of the team understands their role and the roles of the other team members. Integrated care aims to be patient-centered to achieve best possible outcomes and collaborative with providers working together to provide personalized care to each patient.

**Q:** Why integrated care?

**A:** An integrated care model provides better health outcomes for patients by ensuring that the various healthcare providers involved in providing your primary care are working together in a coordinated manner to meet your care needs.

Prior to 2024, Six Nations Family Health Team (SN FHT) was unable to provide more integrated care due to limited funding to hire the different types of healthcare providers required to deliver more comprehensive care. As of April 2024, we have received additional annual funding to hire more staff for the family health team to move in the direction of providing more integrated care.

**Q:** What will primary integrated care look like at Six Nations?

**A:** Five (5) Integrated Wellness Teams, also known as "Pods" will be developed and launched between June 2024 and January 2025.

Each 'Pod' will consist of:

- Family Doctor
- Nurse Practitioner (shared across Pods)
- Nurse Case Manager
- Registered Practical Nurse
- Medical Administrative Clerk
- Cultural Advisor (shared across Pods)



**Q:** When will the integrated care model be implemented?

**A:** Below are the targeted launch dates / timelines for each Pods launch. Existing patients of each Pod will receive a communication prior to the launch.

- Pod 1 with Dr. Jason Zacks – June 24, 2024
- Pod 2 with Dr. Melissa Shigwadja – October 15, 2024
- Pod 3 with Dr. Greg Teitelbaum – October 15, 2024
- Pod 4 with Dr. Ryan Renn – October 15, 2024
- Pod 5 with new family doctor to be hired – Winter 2025

**Q:** Will my family doctor change?

**A:** No, your existing family doctor will not change. Additional staff will be added to each Pod to support the family doctor.

**Q:** Will the Six Nations Family Health Team (SN FHT) location change?

**A:** The location will currently remain at White Pines. However, given space restrictions, we are actively sourcing out additional options for space at this time while trying to identify and secure funding for a larger site.

**Q:** How can I become a patient of the Six Nations Family Health Team (SN FHT)?

**A:** If you wish to become a patient of SN FHT, you can complete an Intake form to be added to a Pod waitlist. The Intake form can be accessed and submitted either:

- online on the SN FHT [webpage](#)
- picked up from the SN FHT front desk at White Pines and completed forms dropped off at the same location

**Q:** As a community member that is not a patient of the Six Nations Family Health, how do I benefit?

**A:** As part of the integrated care model, there will be services that are available to all community members. These include the following:

- Integrated Support Team members accessible through self-referral (referral found on SN FHT [webpage](#) or at SN FHT front desk)
  - Dietitian
  - Traditional Medicine Healer
  - Indigenous Midwife
- Integrated Wellness Clinics accessible through self-referral (referral found on SN FHT [webpage](#) or at SN FHT front desk):
  - Internal Medicine Rapid Assessment Clinic (IMRAC) - provides improved access to internal medicine consultation for patients who have highly complex and complicated medical issues and support connections to other specialists as appropriate.
  - Gastroenterology Clinic – consultation with specialist to determine appropriate care plan related to all of your digestive tract concerns.
- Walk-in Clinic planned to launch in Winter 2025
- Community Wellness Events
- Community Education sessions
- Community Support Groups

**Q:** Will the new staff hired be Indigenous?

**A:** Yes, the priority is to hire staff from within the community or who identify as Indigenous. However, given considerable human resource constraints, this may not always be the case.

**Q:** What if a patient would like to communicate in a Haudenosaunee language?

**A:** At the time of booking their appointment, they can let the Medical Admin Clerk know and the Cultural Advisor would join the appointment to assist with translation.

**Q:** How will you ensure that our medicines and knowledge are protected and will not be exploited?

**A:** There is no research being conducted through the Integrated Wellness Clinics. Any providers outside of Six Nations that are involved in the Integrated Wellness Clinics are required to sign a memorandum of understanding based on the First Nations principles of Ownership, Control, Access, Possession (OCAP), protecting data sovereignty.



**Q:** How will my cultural choices and choice for traditional medicine be supported?

**A:** You can share your cultural choices with your Pod staff. To improve staff understanding of cultural options and medicines available, Pod staff will be supported by a Cultural Advisor.

Additionally, you can request to discuss your needs with the Cultural Advisor or Traditional Medicine Healer.

**Q:** How will you support substance use disorders?

**A:** Currently if a patient requires support for substance use disorders, your Family Doctor or Nurse Practitioner would discuss their care plan with you.

**Q:** Will there be more Community Sharing Circles to provide feedback on the integrated care model and the experience of patients or community members?

**A:** Yes, the goal is to have quarterly Community Sharing Circles to hear directly from community members of their needs and experiences, as well as provide updates on the implementation of the primary integrated care model.