Rapid Access to Addictions Medicine (RAAM) Information for Service Providers

**What are RAAMs?**
RAAM clinics are walk-in clinics for people who want help with substance use disorders (SUD). No referral or appointment is necessary.

It is important to note that RAAM is not a substitute for an emergency department (ED) when there is need for acute medical or psychiatric intervention.

RAAM is also intended to be an option for patients discharged from an ED or hospital, after acute investigations, monitoring and treatment have occurred. Participation in RAAM clinics has been shown to decrease overall presentations to acute care for people with SUD.

**Who should be referred to RAAMs?**
If the patient is assessed as struggling with high risk substance use or a SUD, they are appropriate to refer to a RAAM clinic. Family and friends are welcomed at RAAM clinics and will also be offered supports.

**Refer people to RAAM if they:**
- are in stable physical condition
  - no urgent medical investigations, observation or treatment needed
- are in stable mental condition
  - no acute psychosis, or active suicidal or homicidal ideation
- have known or suspected SUD, or high risk substance use
  - recent presentation to ED with overdose, intoxication or withdrawal
  - recent presentation to ED or hospital admission for substance related diagnosis
    - alcohol related hepatitis, pancreatitis, etc.
    - substance related psychosis, now resolved
    - infection related to injection drug use – endocarditis, cellulitis, epidural abscess, etc.
  - recurrent early refill requests for opioids or benzodiazepines
  - requesting treatment resources for addiction
    - Harm reduction
      - Take-home-naloxone training
    - Pharmacotherapy
      - Buprenorphine/naloxone (Suboxone) or Methadone
      - Naltrexone or Acamprosate
      - Benzodiazepine tapers
    - Connections to community resources
Do not refer people to RAAM if they:

- are in unstable physical condition
- require urgent investigations, observation or treatment
- are in unstable mental condition
  - acute psychosis
  - acute agitation
  - active suicidal or homicidal ideation
  - on a mental health act form
  - requiring police/security involvement
- are experiencing moderate to severe alcohol withdrawal, including history of seizures or delirium tremors

In the above situations, follow standard protocols and transport the person to an ED, with handover to Emergency Response Personnel.

What can people expect when they go to a RAAM?
Once seen in a RAAM clinic, the person may be provided with medication assisted treatment, counselling or referrals to appropriate community treatment programs. People may spend an extended period under guidance of a RAAM clinician.

Once patients are stabilized they will be referred back to primary care for long-term follow-up whenever possible, at which time a discharge summary will be sent to the primary care provider. After discharge, the RAAM clinician can provide ongoing support in the form of re-assessments, consultations and advice about addiction management. Patients discharged from RAAM may re-access services at RAAM whenever needed.

Where are the RAAM clinics and when are they open?
There are two clinics in Winnipeg with additional ones planned for the near future.

Crisis Response Centre (CRC)
817 Bannatyne Avenue
Open Tuesdays, Wednesdays and Fridays
Time: 1 to 3 pm

River Point Centre
146 Magnus Avenue
Open Mondays 1-3 pm
Thursdays 9:30 to 11:30 am

RAAM clinics provide services on a first come, first served basis. If a clinic is not able to accommodate a same-day assessment, patients will be directed to the next available RAAM clinic. The goal is to see all patients within one week of presentation.

The posted clinic hours are for new walk-in patients seeking RAAM clinic services. In addition, the RAAM clinical team - physician, counsellor, nurse - provides follow-up to patients, coordinating medication management, making referrals to other services, supporting and consulting with other providers, and informing other service providers about RAAM clinic services.
Additional Information:
Clinic days and hours may be adjusted based on need and patient feedback, and will complement other RAAM clinics. Stay up-to-date on clinic openings and times by visiting: http://mbaddictionhelp.ca/services/rapid-access-to-addictions-medicine-raam/
If you or your patients have questions, please contact the Manitoba Addictions Helpline at:
1-855-662-6605 (8:30 am to 4:30 pm, weekdays) to answer general questions or go to http://mbaddictionhelp.ca.

For patients under 18 years old, please contact the Youth Addiction Centralized Intake service by calling 1-877-710-3999 (8:30 am – 4:30 pm, weekdays).

If you require telephone consultation with an addiction physician, please call the RACE line at 204-940-2573 (9 am to 4 pm, weekdays) and select option 4 – Substance Use Disorders.

If you wish to provide collateral information for a patient whom you have directed to RAAM at the CRC, please fax a letter or supporting documentation to 204-940-6683.

If you wish to provide collateral information for a patient whom you have directed to RAAM at AFM’s River Point Centre, please fax a letter or supporting documentation to 204-582-2063, with Attention: FOR RAAM on the cover sheet.

Note: if unsure where the patient plans to present, feel free to fax information to both Winnipeg RAAM clinics.

Additional information about the RAAM model can be found at http://www.metaphi.ca/the-model.html. This website also provides links to a number of Provider Resources and Patient Resources that can be useful in addressing substance use disorders in both primary care and acute care settings.

Indigenous people who are needing support to connect with RAAM are welcome to request language interpretation or advocacy support by contacting WRHA Indigenous Health at 204-940-8880.