

Last updated: March 11, 2022

General

Q: Who is the Core Pain Program for? Am I part of the Core Pain Program?

The Core Pain Program is a 12-month outpatient program focused on providing layered care, structure, and measurable outcomes to patients accessing [MSP-covered services](#) at CHANGEpain Clinic.

You are not part of the Core Pain Program if you **ONLY** access any of the following MSP-covered services:

- Group Medical Visits only
- Direct procedures only as referred by your referring physician
- Virtual Follow-up appointments only
- Perisurgical Optimization Program (SPOC) and Clinical Research Programs only

You are not part of the Core Pain Program if you only access Private Pay Medical services or Allied Health services – your access will not be affected.

If you are not part of the Core Pain Program, you do not need to sign the Patient Engagement Agreement or attend an Orientation Group Medical Visit, though we encourage you to attend one.

If and when you start accessing our MSP-covered consults and procedures, you are part of our Core Pain Program.

Q: I am part of the Core Pain Program. What do I need to do?

New Patients

If you are a new patient, once a referral has been accepted, you should receive a notification informing you of your acceptance into our program with information on the next steps. In summary, please complete the following at least 2 weeks before your initial consultation:

1. Sign the [Patient Engagement Agreement](#)
2. Attend an [Orientation Group Medical Visit](#)
3. Complete the Intake Questionnaire

Existing Patients

If you are an existing patient, please complete the following as soon as possible as part of transitioning you to the Core Pain Program:

1. Sign the [Patient Engagement Agreement](#)
2. Attend an [Orientation Group Medical Visit](#)

You will continue with your treatments from a program-based approach as recommended by your CHANGEpain physician.

Q: When does Day 1 of the Core Pain Program start for me?

The Core Pain Program intends to add structure to your care through a program-based approach.

New Patients

If you are a new patient with your initial consultation scheduled after May 1, 2022, Day 1 is the day of your initial consultation.

Existing Patients

If you are an existing patient with your initial consultation before May 1, 2022, Day 1 is the day you attend an Orientation Group Medical Visit. If you do not attend an Orientation Group Medical Visit before May 1, 2022, your Day 1 will start on May 1, 2022.

If you have been re-referred because you have not been seen within 6 months, you may or may not re-start the Core Pain Program again, depending on the recommendations of your CHANGEpain physician.

Q: What if there are delays to my 12-month program due to unforeseeable circumstances?

You will work together with your CHANGEpain physician to try to make your program work in 12 months, but we understand that unforeseeable circumstances may occur. Depending on your CHANGEpain physician's recommendations, your program could be extended.

If a new health issue arises, we would need a new referral from your GP.

After 12 Months

Q: What happens after 12 months? Will I be discharged?

The 12 months of the Core Pain Program is intended to provide structure and measurable outcomes to your care. You may or may not need the full 12 months.

After 12 months in the Core Pain Program, you will co-create your post-program care plan with your CHANGEpain physician to ensure a continuum of care. This care plan may involve:

- Having maintenance appointments at CHANGEpain
- Taking a therapeutic pause
- Being transitioned to rehabilitative services or community care management

Group Medical Visits, Private Pay Medical services, and Allied Health services will always be available for all patients, regardless of whether they are enrolled in the Core Pain Program, at any time, for as long as needed.

Q: What if I don't have a GP to whom I can be graduated?

If you don't have a GP to whom you can be graduated after 12 months, your CHANGEpain physician may recommend maintenance appointments at CHANGEpain, including Group Medical Visits. Your CHANGEpain physician may also provide self-management methods and resources for helping you find a GP for a smoother transition back to the community.

Q: Can I still access the Group Medical Visits after 12 months?

Yes. The Core Pain Program does not impact Group Medical Visits. You can access Group Medical Visits at any time during or after the 12 months for as long as needed, whether you are part of the Core Pain Program or not.

Please see our [Group Medical Visit schedule](#) to book your Group Medical Visits online.

Q: Can I still access Allied Health services after 12 months?

Yes. The Core Pain Program does not impact Allied Health services. You can access Allied Health services at any time during or after the 12 months for as long as needed. As part of the Core Pain Program, your physician may also recommend Allied Health services to you.

You are welcome to contact our Allied Health Coordinator at 604-566-9101 ext 2 to book your Allied Health appointments or book them online.

Group Medical Visits

Q: Do I need to attend an Orientation Group Medical Visit before accessing other services at CHANGEpain?

As a new patient to CHANGEpain, you will need to attend an Orientation Group Medical Visit before your first MSP-covered medical consultation.

We encourage you to attend an Orientation Group Medical Visit before accessing our Private Pay Medical services, Allied Health services, and other Group Medical Visits, but it is not mandatory to do so.

Q: If I already attended the Navigating Group Medical Visit, do I still need to attend the Orientation Group Medical Visit to be accepted into the 12-month program?

Yes, if you already attended a Navigating Group Medical Visit, you are still required to attend an Orientation Group Medical Visit as part of transitioning you to the Core Pain Program.

As the COVID-19 situation is ever-evolving, healthcare systems are changing to adapt to the needs of patients. Therefore, attending an Orientation Group Medical Visit will help you better understand how we're moving into a new way of delivering care through a program-based structured model.