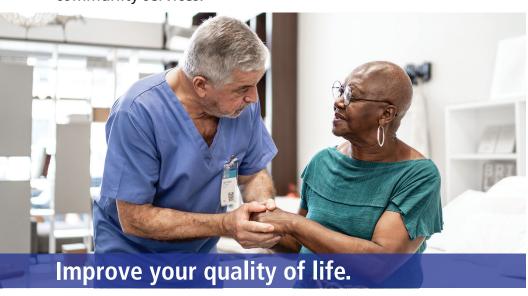# Single Entry Point
## Program

## Do you have complex health problems or one or more unmanaged chronic illnesses?

The Single Entry Point (SEP) program is designed to help facilitate appropriate, integrated care to meet the physical, mental, emotional, social, cultural and spiritual needs of people (and their caregivers) who have complex health problems or one or more unmanaged chronic illnesses. The program uses a teamwork approach between the patient and their caregivers, the services management nurse coordinator, family physician, nurse practitioner, other health professionals and community services.

## Improve your quality of life.

You may be referred to the program by any health professional or worker or you yourself can ask to participate by communicating directly with the program nurse.

Your participation in the **Single Entry Point (SEP) program** is voluntary.

## The right resource at the right time and right place to help you take charge of your health

**Benefits of the Single Entry Point (SEP) program:**

- Active listening to your needs
- Individualized follow-up
- Coordination of care and services
- Easier access to health and social services
- Program orientation support
- Continuity of services

## The team working for you and with you

**YOU**

Physician/nurse practitioner

Program nurse

Specialists

Home care services

Extra-mural program

Social development

Health coach

Pharmacy

Tele-Care

Community services

Discharge planning

Mental health and addiction treatment

Chronic illness management clinics

Red Cross

## The services management nurse coordinator

- Provides advice relevant to your health problems
- Coordinates care and services for you
- Supports you in program orientation
- Informs you about the health and social services available to meet your needs
- Puts you in contact with the services and resources available
- Ensures that information is communicated efficiently and confidentially
- Is a resource person for the care team
- Organizes home visits as needed

## The team of professionals and workers

- Listens to your needs and finds solutions tailored to meet them
- Plans the services you need with you
- Develops an individualized care plan with you
- Fosters the collaboration of everyone

# Contact person

**Your services management nurse coordinator**
(Monday to Friday, 8 a.m. to 4 p.m.)

Additional information:

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