

## **Welcome to RAAM Digital Front Door**

**RAAM is a short-term support service for substance use concerns.** Upon discharge, clients are transitioned to the care of their primary care provider for ongoing treatment.

Note: If you do not have a family physician, it is your responsibility to register with Health Care Connect at 1-800-445-1822 to be placed on a waitlist for a provider.

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### **Virtual Care Limitations (Digital Front Door)**

To access Digital Front Door, the following are mandatory:

- Reliable internet connection
- A functioning camera, microphone, and speaker

If these are not available or consistently fail, you may be required to attend in person.

Limitations of Virtual Care:

- No physical exams or vital signs can be performed virtually.
- In the event of a crisis, we cannot physically intervene. Emergency services will be contacted if necessary.

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### **Confidentiality & Information Sharing**

Your privacy is important. However, confidentiality may be broken under the following circumstances:

- Risk of harm to yourself or others
- Involvement of a child under age 16
- Medical issues (e.g., driving fitness or reportable diseases)
- Court order or legal subpoena

We may coordinate with your health care team, which could involve sharing your health information. A signed consent form may be required.

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### **Clinic Guidelines & Expectations**

To ensure safe and respectful service, please follow these guidelines:

General Conduct

- Verbal abuse toward staff is not tolerated
- Inform us if others are present or supporting you during your appointment

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### **Appointment & Medication**

- Same-day service is not guaranteed  
Present at least 2 days before your prescription ends
- Medication renewals must be done by attending an appointment  
(We do not accept requests from pharmacies)

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### **Digital Front Door Etiquette**

Treat your virtual visit like an in-person appointment:

- Be in a confidential, private space
- Wear appropriate attire
- No substance use (including cigarettes, vaping, or any medication) during your session
- Remain free from distractions (e.g., phone calls, multitasking)

If you are unavailable when the provider contacts you, you will be removed from the queue. You may rejoin when you are ready.

If Attending from a Vehicle

- Vehicle must be parked and turned off
  - You must be alone in the vehicle
  - Maintain confidentiality throughout your session
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