

## RAAM Clinic Toolkit

# WHAT TO EXPECT IN A FIRST APPOINTMENT<sup>1</sup>

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### YOU'VE ARRIVED!

Welcome to the RAAM clinic. Thank you for coming! Rapid access addiction medicine (RAAM) clinics are for people looking for help with their substance use.

You are not alone – there are more than 80 RAAM clinics all across Ontario.

### WHAT HAPPENS NOW?

One of our team members will meet with you as quickly as they can to see how we can help you, which may involve counselling, medication, and/or connection to community programs.

### WHO ARE WE?

Our team includes [list staff members - e.g., NPs, doctors, addiction service workers, peer support workers]. You will meet various team members, depending on your needs.

### HOW LONG WILL I BE HERE?

We appreciate your patience while we are seeing other clients. Your first visit may take more than an hour, but follow-up visits will probably be shorter.

While you're waiting, please think about some of the things we may ask you about while you're here: your substance use history, previous treatments, your substance use goals (e.g., harm reduction vs. abstinence), medical and mental health conditions, medications, and allergies.

Please let the staff know if you're not feeling well so that we can help you.

### WHAT KIND OF HELP WILL I GET?

We can help with all types of substance use (alcohol, opioids, cocaine/crack, meth, benzos, cannabis, and other drugs). Our goal at the first visit is to help get a plan started based on your priorities and goals. This might include help with withdrawal, medications to help you reduce cravings, referral to withdrawal management services and other community supports, and help with planning the next steps of your journey. Whatever plan you decide on today, we hope you'll come back to discuss how it's working and how we can help. Many people who have challenges with substances also have challenges with depression, anxiety, or other mental health issues. These are topics that we typically get into more in follow-up visits.

We are happy to provide naloxone kits and other harm-reduction supplies if that interests you.

### NEXT STEPS

At the end of your appointment, stop by the check-out desk to book a follow-up appointment. You can also come back without an appointment during RAAM clinic drop-in hours.

### RAAM CLINIC HOURS

In-person drop in: [Days and hours]

Virtual drop-in: [Days and hours]

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<sup>1</sup> Adapted from materials provided courtesy of Women's College Hospital.