



FAQs - Persistent Pain Program

1. ***Will you diagnose the cause of my pain?***

Your family doctor provides us with a diagnosis and relevant diagnostic assessments. Should we require further clarification of your pain, the nurse practitioner and/or the physical therapist will conduct a physical assessment to better understand the nature of your pain. This sometimes involve more diagnostic tests such as blood work or a referral to a specialist such as a neurologist, a radiologist or a rheumatologist.

2. ***Who will prescribe my medications while I'm in the program?***

Please continue to see your family doctor for acute and chronic conditions not related to pain such as an infection, a new injury, asthma, hypertension or diabetes. Only after you are seen by one of our prescribers for an initial assessment (and if your family physician asks us) do we assume management of the pain medications. Depending on what medications you need and the circumstances surrounding their use, the prescriber may be a nurse practitioner or a physician.

3. ***Do I have to pay for anything while I'm in the program?***

In our program, there are no out-of-pocket charges for service that you receive or service provider that you see. Your tax dollars pay for these. However, we do not pay for medications, massage devices, or Botox

3. ***Should I cancel my appointment with my specialist?***

No. Specialists are a vital part of your health care team and usually require a long wait. Please attend all appointments made with any medical doctor even while you are enrolled in our program.

4. ***What if I can't make day-time appointments due to work?***

We do our best to fit your availability to our office hours. For example, some group sessions are offered in the evening. We do have limited availability with certain providers for outside of normal clinic hours.

5. ***How long will I be in the program?***

That will depend on you. Most patients spend an average of three to six months in our program. Factors that influence how much time you need to complete the program include: your availability, your level of involvement, your progress, and your medical needs.