



## **RAPID ACCESS ADDICTION MEDICINE (RAAM) CLINIC**

**COVID Update:** RAAM is accepting new clients, but our process has changed. We have temporarily closed our drop-in hours and have moved to scheduled appointments.

### **Our COVID Intake Process if as follows:**

**Step 1:** Please visit [oxfordraam.ca](http://oxfordraam.ca) for intake paperwork (patient resource link). Please print an intake package on behalf of your client.

**Step 2:** Instruct client to complete all paperwork (missing information may delay client care)

**Step 3:** Clients are encouraged to call reception 519.539.1111 to book an intake appointment (about 1 hour).

### **Who Are We?**

RAAM Oxford is a walk-in clinic for people aged 18+ who are struggling with alcohol or opioid use. We are part of the Oxford County Community Health Centre.

### **Is This Program for Me?**

You must be 18 years of age or older AND struggling with alcohol or opioid use

### **How Do I Get Started?**

- Drop in during clinic hours - no appointments for first visits
- We will help you with the Intake Package when you attend the RAAM, or you can complete the package prior to your first visit by:
  - ✓ Picking up the package at our reception
  - ✓ Attending our Outreach drop-in Tuesdays and Thursdays, 9-11 a.m.
  - ✓ Printing the forms from our website
  - ✓ Asking for the packages from the agency that is referring you to the RAAM

### **What Should I Expect?**

- No waitlist
- A safe, comfortable setting – it's about you!
- Meet with medical staff, nurses, counsellors – a team
- Explore substance-use concerns, detailed history, and your goals
- Regularly scheduled visits based on your needs
- First visit takes longer, and follow-up appointments are shorter
- Provide a urine sample for drug screening at each visit

### **What Should I Bring?**

- OHIP card – if you don't have one, we can help
- List of medications, including prescribed and non-prescribed medications
- Your Intake Package, if you complete this ahead of time

## **What Else Should I Know?**

- The RAAM is not a methadone clinic or a withdrawal centre.
- We do not provide ongoing physician or nursing care, or emergency medical services.
- Once you reach your goals, you are transferred back to your family doctor or nurse practitioner. If you don't have one, we can assist you in finding one.
- A pharmacy is located in our building, for your convenience.

## **Frequently Asked Questions**

### **What is a RAAM clinic?**

Community-based, easy access treatment for people seeking addiction medication, counselling, and connection to a range of on-site or community resources.

### **Who works at the RAAM - Oxford County Community Health Centre?**

Physicians, Nurse Practitioners, Registered Nurses, RPNs, Social Workers, Addiction Counsellors, Outreach Workers, Dietitian, Physiotherapists, Housing Stability Workers, and Medical Receptionists.

### **What medications are prescribed?**

For Opioid Use Disorder, the treatment prescribed is Suboxone. For Alcohol Use Disorder, anti-craving medications can be prescribed such as Naltrexone. These medications are proven to be highly effective.

### **Can I access counsellors at the RAAM?**

Yes. Counsellors are available for brief interventions. If you need additional counselling services, we will assist you in making arrangements.

## **ABOUT THE OXFORD COUNTY COMMUNITY HEALTH CENTRE**

RAAM is part of the comprehensive services provided by the Oxford County Community Health Centre (OCCHC).

Our purpose is to remove barriers to healthcare and provide a wide range of support services. All services are free.

Visit our website for a full list of the programs and services offered to support inclusive healthcare in our community.

***oxchc.ca or oxfordraam.ca***

### **RAAM DROP-IN HOURS**

Mondays 9:00 - 11:00 a.m.    Tuesdays 1:00 - 3:00 p.m.

Closed on Statutory Holidays

**35 Metcalf Street, Woodstock, ON N4S 3E6 Phone 519 539 1111**