



Special Patient Program

Information for patients and families

About the Special Patient Program (SPP)

The SPP was developed to maintain the quality of life for people with rare conditions or unique care needs. The program ensures that paramedics know about the patient's special needs – so when EHS is called to help, our paramedics will have quick access to the information they need about you or your loved one.

Paramedic care follows the clinical policies developed by the Provincial Medical Director of Emergency Health Services (EHS). In some cases, patients may need special care that is not included in EHS practice. The SPP allows you and your health care provider to create an EHS care plan that is right for you. Your health care provider will send your SPP request to EHS.

Who qualifies as a Special Patient?

To qualify as a *special patient* you must fulfill the following criteria:

- Be a resident of Nova Scotia
- Have a health condition which requires protocols that are not specifically addressed by EHS protocols
- Have your attending physician and/or specialist submit an SPP Enrollment Form Application to EHS for approval

How do I register for the SPP?

You and your health care provider will develop your care plan together. Your health care provider will submit this to EHS. Once you are approved by EHS you will receive a SPP card and magnet in the mail which will include your unique Special Patient Number. Please keep your SPP card and magnet in a safe place.



←.....Your Special Patient Number

When paramedics come to your home they will have and follow the SPP care plan developed by you in collaboration with your health care provider/team.

Should your care wishes change, please discuss this with the health care provider who submitted your SPP Enrollment Form. They will have to re-submit a new form describing the change.

Benefits of the SPP

The SPP has been in use since 2000 *delivering the right care, to the right people at the right time*. Some benefits of the SPP include:

- Provides special care and support for people with rare conditions and unique care needs
- Respects patients' wishes
- Improves patients' quality of life
- Reduces stress on patients and families

Calling **9-1-1** as a Special Patient

If you or a member of your family needs emergency care:

- 1**  Call **9-1-1**
- 2**  When transferred to Ambulance Dispatch, tell them you or a member of your family is enrolled with the SPP
- 3**  Give your Special Patient Number (located on your SPP Card)

After the emergency

Paramedics will leave a *Record of Visit* form at your home. This will describe why they were called and the support they provided. Please take this form to follow up appointments with your care team.


NOVA SCOTIA

EHS
Emergency Health Services

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