

[Date]

**Re: Referring to the Rapid Access Clinics for Low Back Pain**

Dear Dr. [XXX],

The [XXX] LHIN is pleased to inform you that we are now offering Rapid Access Clinics for low back pain to you and your patients.

Rapid Access Clinics (RAC) are being implemented across the province to help improve the quality, access and appropriateness of care for people with musculoskeletal (MSK) conditions, starting with moderate to severe hip/knee arthritis and low back pain.

The Low Back Pain (LBP) pathway, as part of the MSK RAC implementation, stems from the successful pilot program: Inter-professional Spine Assessment and Education Clinics (ISAEC) for low back pain. ISAEC is an innovative, upstream, shared model of care in which patients receive timely low back pain assessment, education and stratified, evidence-informed, self-management plans. It is designed to decrease the prevalence of unmanageable chronic low back pain, reduce opioid initiation, reduce unnecessary diagnostic imaging, as well as reduce unnecessary specialist referrals and emergency department visits.

Piloted in Toronto, Hamilton and Thunder Bay since 2012, the ISAEC program has consistently demonstrated positive results in terms of delivering accessible, evidenced-based, and patient-centred low back pain assessment, education, and management.

Visit the Health Quality Ontario [website](#) for more information on Rapid Access Clinics.

**How to refer patients to the Rapid Access Clinics for Low Back Pain**

Prior to completing your first referral, we ask that all Primary Care Providers complete an online onboarding and registration module. The module was created to familiarize providers with both the ISAEC model of care and the referral process. It includes information about red and yellow flags as well as low back assessment. It takes approximately 15 minutes to complete.

Complete an online registration and training enrollment request *here* [link to module]. You will then receive an enrollment notification within 1 business day and you will be able to complete the online module.

Once you complete the module, you will receive a referral form within 2 business days and you will be able to seamlessly refer qualified patients to the Rapid Access Clinics for low back pain.

Please refer to the *Primary Care Provider Guide to Rapid Access Clinics for Low Back Pain* for referral criteria, frequently asked questions, and additional information (attached).

You can also visit the ISAEC website for additional program information and resources for both patients and providers at [www.isaec.org](http://www.isaec.org).

We look forward to providing you and your patients with timely and valuable resources for the management of low back pain.

Sincerely,

[Name]

[LHIN]