



# Nurse Practitioner Toolkit


**Resource for Nurse Practitioners (NP)  
and Managers**

**Version 15.0**  
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## 1. INTRODUCTION

This Horizon Nurse Practitioner Toolkit (referred to as NP Toolkit in remainder of document) is a practical guide for Nurse Practitioners and their managers. It is designed to identify the key steps and components to the successful implementation of the Nurse Practitioner (NP) role.

The NP Toolkit will be updated biannually to facilitate changes, updates and corrections. Please contact **Mary Anne Hogan**, Nurse Practitioner Practice Support, Horizon Health Network at (506) 648-6366 or [MaryAnne.Hogan@HorizonNB.ca](mailto:MaryAnne.Hogan@HorizonNB.ca) with any required revisions.

NP Organizational Chart – Appendix E

## 2. NURSE PRACTITIONER TOOLKIT PRESENTATION

Click link below to access NP Presentation.

[NP Presentation for Toolkit](#)

## 3. PREPARATION FOR NP IMPLEMENTATION

### 3.1 Practice Community Awareness

- Do the key stakeholders in the community understand what the new NP role will be?
- Does the practice community understand the legal, professional, regulatory guidelines and standards in relation to the NP role?

### 3.2 Fellow Health Care Personal Awareness

(Physician, LPNs, PCAs, RNs, Pharmacists, EMPs, Administration staff etc.)

- Does the health-care team understand the role of the NP including scope, and how the NP will fit into the team?
- Is the health-care team ready to accept and work with the NP role? Are all team members working to their full scope of practice?
- Are external providers willing to accept the new role and work with the NP?
- Does the NP understand the role of the other health-care team members?

### 3.3 Patient Awareness

- Do patients and families understand of the role of the NP?
- Are patients willing to see a NP?

### 3.4 Practice Area

- Has the patient population and community needs been identified in the area where the NP will be working?
- Has contact been made with similar practices in the areas to determine “Best Practices” and “Lessons Learned”?
- Will the focus of the NP practice be population based (specific type of patient population or geographic area) or scope based (broad-based primary care patient population)?
- Are the NP’s role expectations realistic and achievable?
- Will the relationship between the NP and physician be collaborative or consultative?  
Collaborative relationship: NP and physician share care for patients. Consultative: physician does not have a formal and ongoing relationship with the patient population served by the NP.

- The NP needs to be aware of the policies of the practice area, such as any policies in regards to administering medication, etc.

### 3.5 Work Flow

- What is the administrative structure and style?
- Who will be the NPs manager(s)?
- Who will deal with NPs human resources and performance issues?

### 3.6 Local Resources

- Is there a need to link with professional associations to learn of their policies about working with NPs (medical, pharmacy, respiratory therapy, occupational therapy, physical therapy, etc.)?
- Contact should be made to any agency or institution in the community that may be considered an actual or potential collaborator with the NP (hospitals, pharmacies, laboratory services, diagnostic services and social services).

Reference for Implementation of Nurse Practitioners Practice from CNA

<http://apntoolkit.mcmaster.ca/>

## 4. PRACTICE REQUIREMENTS

### 4.1 Notification of Medicare of NP Position

- a) Practicing Licensed NPs in NB or Licensed NPs not practicing as NPs at present.

The Medicare Practitioner Registrar must be notified with any changes to NP practice settings (location, consulting physician) at 506-444-5376 or [Medicare.Practitioner.Registrar@GNB.ca](mailto:Medicare.Practitioner.Registrar@GNB.ca)

- b) Temporary Licensed Nurse Practitioner or Graduate Nurse Practitioner (GNP)

- NPs with a temporary license may only work as a GNP.
- **All orders and prescriptions must be cosigned** by a consulting physician or licensed NP.
- NANB notifies the GNP of the CNPE exam results: if pass the GNP is now considered a licensed NP. If the GNP is employed as a GNP, the GNP notifies their employer of the results. If failed, the GNP can no longer work as a GNP.
- With the exam results, NANB will send the NP a form to complete and send to the MedicareNB to become registered in Medicare and thus receive a **Medicare billing number** to do mandatory shadow billing.

- c) Prescriber Number

**As of May 2, 2016** the New Brunswick Drug Prescription Program changed the process for NPs and prescriber numbers. As of that date, **pharmacist recognize nurse practitioners as ordering healthcare providers with their NANB NP license number.** NPs no longer receive a prescriber number.

### 4.2 Consulting Physician

A NP according to the NB Nurse's Act requires reasonable access to a medical practitioner for the purposes of consultation with respect to any patient and is able to refer or transfer any position to the care of a medical practitioner. **As of November 2017 there is no longer a formal signing of the NANB NP Consultative and referral statement.**

### 4.3 Office/Equipment

- The NP in the majority of practice settings will require an office and an examination room. The particular details will be determined by program administration prior to the NP starting in the role.
- Equipment will include exam table, light, speculums, otoscopy, ophthalmoscope, tongue depressors, BP cuff, thermometers, linen supply, gloves, tongue depressors, sink, diapers, needle disposal, refrigerator, medications with storage system, and patient information pamphlets, etc.

### 4.4 Computer

- The manager must submit **Computer Access Request Form to the Provincial Service Desk**. Forms are now hosted on the IT Access Management Share Point site for the Saint John area. In other areas they are available to managers under the Health Technology page on Skyline.
- The NP will need access to retrieve patient information as well as educational library resources from a computer system. (Medical information access – Meditech, Alscripts, UpToDate, etc.).
- Does the NP need access to a ROAM account?
- Does the NP need computer training?
- **Change requests for existing Users: Transfer to new department:** The manager receiving the employee must submit Computer Access Request Form to Provincial Service Desk and previous manager must remove access that employee was granted while a member of that department by submitting Computer Access Request Form to Provincial Service Desk.
- **Change of name:** Submit Computer Access Request Form with changes to Provincial Service Desk.
- **Reactivation of Inactive Account:** Submit Computer Access Request Form to Provincial Service Desk.
- **Deletion of Computer access for Employee:** Submit Computer Access Request Form to Provincial Service Desk.
- Upon receipt of the forms, the Provincial Service Desk will create a ticket under the origination manager's name and all email communications regarding the request will be sent to this manager.
- **Managers should allow up to 10 business days for completion of user access requests.**
- The computer access will be set up by Provincial Service Desk and when completed the NP will need to contact the Provincial Service desk with the ticket number given to her by her manager to receive the user name and password then the work ticket will close.

Areas	Hours of Operation	Email address	Phone Number	Fax Number
Moncton, Saint John, Fredericton, URV, Miramichi	24 hours	<a href="mailto:service@SNB.ca">service@SNB.ca</a>	1-844-354- 4357	1-844-354-4777

- **Purkinji** access and training may be required if used in the practice area (i.e. CHC, HC). This is arranged by the practice area manager. Forms to complete are available on Skyline.
- **Velante** access and training is to be set up by the manager in the NPs practice area. Forms for enrollment are available at [www.velante.com](http://www.velante.com)

- Effective September 17<sup>th</sup>, 2019 there will be a new form for non-standard IT requests. For assistance or questions regarding non-standard IT requests contact the Horizon Healthcare Technology Solutions Advisors:
  - Fredericton/URV area: Karla.Sheffroth@Horizonnb.ca
  - Saint John area: Colleen.Huxter@HorizonNB.ca
  - Moncton area: Patrick.Bourbonnais@Horizonnb.ca
  - Miramichi area: Nicole.Chevarie@Horizonnb.ca

- **Dictaphone/Report review**

**DICTATION PROCEDURE**

1. Dial 2500 internally or 649-2500, 1-884-667-2500 for long distance exchanges.
2. Enter your user ID followed by #
3. Enter your 4-digit password
4. Enter a 2-digit Site ID
5. Enter a 3-digit work type.
6. Enter PPRN number followed by the #
7. Once you hear the verbal prompt, you may begin dictation.

**When finished, PRESS 9 to disconnect the line or press 5 for an additional dictation.**

**TO ACCESS REPORT REVIEW**

1. 1. Dial 2500 internally or 649-2500, 1-884-667-2500 for long distance exchanges.
2. Press # + 1 (Pound sign and 1)
3. Enter your user ID followed by #
4. Enter your 4-digit password
5. Enter the 1 for Health Records or 2 for Radiology reports.
6. Enter the PPRN number followed by the #
7. If this is not the dictation you are looking for, then press 5 to get the next report on the same client. Continue until you find the correct report.

**When finished, PRESS 9 to disconnect the line**

#### 4.5 Administrative Support

- Supportive infrastructure for NPs is part of creating a quality practice environment for the implementation of the NP role.
- Administrative support resources are determined on a program basis.
- Identify appropriate filing systems for NPs.

#### 4.6 Local Contact Numbers

- What contact numbers does the NP need to know? (I.e. pharmacies, on-call schedules, etc.)
- Who does the NP report to?
- How does the NP call in when unable to come to work? (I.e. sick, family leave etc.)

#### 4.7 Requisitions and Ordering System

- Is ordering diagnostic tests done electronically? If so, is training required?
- Is there a certain ordering process for labs, etc.?
- Is there a down time process? If so, what are the necessary steps?

#### 4.8 Process to Receive Reports

- Are reports returned manually? Electronically?
- Does the NP have computer access to retrieve reports?
- Are the different diagnostic areas aware of a NP starting in their role?
- Do they have the NPs correct address?
- Will need contact with Patient Access Coordinator in area **Saint John:** Stephanie Neilson  
**Fredericton:** Joanne Glynn **Miramichi:** Kerri Mullins **Moncton:** Laurie Bouvier

#### 4.9 How to Build Patient Roster

- Will the NPs practice be collaborative or consultative?
- Is there already a NP roster established?
- How will the NP build a roster?
- Which patients are priorities?



#### 4.10 ding NPs

**Manager:**

- Computer access (email account, Meditech or Alscripts access, ROAM account (new portal), access to Purkinje or Valente, Impax to view x-rays, access to Dictaphone for x-ray reports)
- EHR access (GNB Health Portal)
- Name onto provider dictionary
- Orientation process needs, policies in area working
- HR Issues (time requests, sick leave process, performance review etc.)
- Process for when NP not in office who covers for labs etc.
- On call for EMP process

**Graduate Nurse Practitioners**

Nurse Practitioners (NPs) register with the Nurses Association of New Brunswick (NANB) as a Graduate NP (GNP) after they have graduated from an NANB approved NP program and have applied and paid their fees to write the national NP exam.

**Graduate Nurse Practitioners:**

- Work independently
- Have a consulting MD identified.
- Are added to provider dictionaries to enable orders to be entered under the GNP name.
- Are provided computer access (Meditech, Purkinje, Allscripts).
- Order and provide prescriptions co-signed by a registered NP or physician.
- Complete forms that indicate healthcare provider signature if a NP signature is not required.
- Consult the interdisciplinary team, including specialists. Consults are not considered an order and do not require co-signature.
- Be registered in Medicare, hold a Medicare Service Provider number, and are required to shadow bill.

**Who needs to know:**

- Lab Orientation (Saint John: Melissa Hickey, 648-6501, Melissa.hickey@Horizonnb.ca (Lab tour 648-6501), Fred/URV: Jeralyn Mallaley 447-4323, Miramichi: Marsh Cook 623-3246, Moncton: Amy Fenton 857-5307)
- DI
- Admitting/Registration
- Medical staff office for Memos as sent to FMDs
- Mailroom
- NP Horizon group
- Medical Records
- ECG departments
- Respiratory Outpatient services
- Ambulatory clinics
- Pharmacy
- Obs departments
- EMP (along with collaborating MDs name)
- Transcriptionist, Kelly Hachey
- Locating (Telecommunications)
- Sandra Ketch, NP student placement
- Public Health (Immunizations, Toddler assessment)
- Specialist / consultants

**Moncton area:** Vitalité should be made aware as some NPs patients may access services in Vitalité.

**NP Practice Support assists with:**

- NANB paperwork for Medicare
- Contact for shadow billing codes orientation
- Any practice questions
- Notifies Medicare Practitioner Registrar
- EMP on call (if applicable)
- EMP Care Coordination Centre
- eConsults: eConsult@gnb.ca
- Area NP meetings
- NANB NP documents/resources
- Adds to local NP email group for communications , updates, etc.
- Access to NP working group site for Toolkite

**Other:** Orientation to Skyline resources, library ,DI process when to order what, Spectrum app, MBMD secure messaging.

#### 4.11 Exiting of a Nurse Practitioner

**Manager:**

- Deactivate the NPs computer access as a NP if leaving Horizon Health
- If returning to a RN position change their title in information system back to RN
- If taking a new position as a NP elsewhere in Horizon ensure their practicing address in the information system is changed.(does the NP now need access to Purkinje, Valente)
- Remove the NPs name from the provider dictionary if no longer working as a NP
- Has the NP had an up dated performance review; exit interview?
- If NP leaving the practice who will now follow up on Labs tests etc the NP may have ordered and results not back or to be ordered in the future? May need to discuss with Quality Risk management
- Is a ROAM account still needed, access to Impax if not now working as a NP?

**Who needs to know:**

- Lab
- DI
- Admitting/Registration
- Medical staff office for memos as sent to FMDS
- Mailroom
- NP Horizon group
- Medical Records
- ECG department
- Respiratory Outpt services
- Ambulatory clinics
- Pharmacy
- Obs department
- EMP
- Transcriptionist, Kelly Hachey
- Locating (Telecommunications)
- Lisa Davies, NP student placement
- Public Health
- Specialist/Consultants

**Moncton area:** Vitalite Health Network should be made aware NP no longer practicing as a NP in the Moncton area

**NP Practice Support assists with:**

- Notifies Medicare Practitioner Registrar that NP no longer practicing as a NP in Horizon or the change of location and collaborating MD
- Follows up with NP to ensure no exiting practice concerns

## **5. NANB NURSE PRACTITIONER CONSULTATION AND REFERRAL STATEMENT**

As of November 2017, formal signing of the NANB NP Consultation and Referral Statement is no longer needed. A NP, according to the NB Nurse's Act, requires reasonable access to a medical practitioner for the purposes of consultation with respect to any patient and is able to refer or transfer any position to the care of a medical practitioner. Each year Horizon CNO, sends to NANB a form letter stating all Horizon NPs do have access to a consulting MD and this letter is accompanied by the Horizon NP Contact List which lists all Horizon NP and their Consulting MD. If a new NP starts after the letter is sent to NANB from the CNO, the new NP is still required to submit the form to NANB. If there is a change in practice area/consulting physician for the NP during the year, the NP or the manager notifies the NP Practice Support Role (Currently Mary Anne Hogan, NP Practice Support, 648-6366 ([MaryAnne.Hogan@HorioznNB.ca](mailto:MaryAnne.Hogan@HorioznNB.ca))).

## **6. SHADOW BILLING**

**\*\*\* Mandatory Requirement of the NP Position \*\*\***

### **6.1 NP Medicare Billing number**

Medicare Practitioner Registrar  
506-444-5376  
Janice Poirier  
[Medicare.Practitioner.Registrar@gnb.ca](mailto:Medicare.Practitioner.Registrar@gnb.ca)

### **6.2 Medicare Practitioner Registrar**

- Must be notified by NP of any change in personal name/address
- Must be notified by RHA of any change in NP name, RHA or Area of Employment, practice address, name of consulting physician, hire date, termination date, relocation site and forwarding address if available.

### **6.3 Training on Billing Software**

Any questions to contact Practitioner Enquiries. [PELS.DRPL@gnb.ca](mailto:PELS.DRPL@gnb.ca) 453-8274

### **6.4 Tele-Transmission Desk**

HelpDesk  
506-453-8274  
(Issues with shadow billing software or questions regarding claim submissions)

### **6.5 Practitioner Inquiries**

506-444-5876

### **6.6 Questions related to interpretations of code**

**Jocelyn Burns-McCue**  
Principal Nursing Advisor  
457-4800  
[Jocelyn Burns-McCue@gnb.ca](mailto:Jocelyn.Burns-McCue@gnb.ca)

### 6.7 Shadow Billing for Purkinje

If the NP will be using Purkinje in their practice setting, the NP Shadow Billing codes are built into the system. All the Purkinje administer needs is the NPs NANB and Medicare Service Provider Number. There is no longer a need for the min, max, in province or out province numbers effective February 2019. ICD (International Classification of Diseases) codes which are now required for all billing, are built into the Purkinje system as well.

Purkinje administer: **Saint John**; Sophie Cormier, Cathy Gillespie. **Fredericton**; Beth Bradbury. **Moncton**; Marsha Ogilvie

### 6.8 Medicare Delegate Authorization Form

If a Nurse Practitioner has another party entering their Shadow Billing data in Telemed, the form below must be completed. Even though the data is entered by another person, the NP is still responsible for the data entry and why the NP should (recommended every 2 weeks) access the Electronic Communication for Physicians and NPs to review the data entry.

[NP Authorization form](#)

### 6.9 ECP - Electronic Communications for Physicians and Nurse Practitioners

[ECPAdmin@gnb.ca](mailto:ECPAdmin@gnb.ca)

453-8274

Health Portal Website: <http://hps.gnb.ca>

## 7. NEW BRUNSEICK ELECTRONIC HEALTH RECORD ACCESS

<http://hps.gnb.ca/access/EHRaccess-e.asp>

## 8. ECONSULTS

What is an eConsult? – see Appendix A

User Guide Upgrade – see Appendix B

## 9. EMP REFERRAL

EMP Process and Referrals – Appendix C

The EMP Care Coordination Centre - Appendix D EMP Referral Form

[EMP Referral Form](#)

## 10. NEW NURSE PRACTITIONER PRACTICE PROPOSALS

Jacqueline Gordon

Regional Director Nursing Practice

506-447-4171

[Jacquelin.Gordon@HorizonNB.ca](mailto:Jacquelin.Gordon@HorizonNB.ca)

## 11. NURSE PRACTITIONER INTERVIEW GUIDE

Mary Anne Hogan

NP Practice Support

Horizon Health

506-648-6366

[MaryAnne.Hogan@HorizonNB.ca](mailto:MaryAnne.Hogan@HorizonNB.ca)

## 12. NURSE PRACTITIONER PERFORMANCE REVIEW PROCESS

Horizon Health Network  
[Nurse Practitioner Performance Review Process](#)

## 13. NP POSITION PROFILE

### 13.1 Employment Information:

- Horizon Health Intranet Skyline: Positions posted on Monday and Thursday
- Regional Manager of Recruitment and Workforce Planning  
Horizon Health Network:  
Kerry Kennedy  
[Kerry.Kennedy@HorizonNB.ca](mailto:Kerry.Kennedy@HorizonNB.ca)  
506-623-5509
- Career Beacon: [www.careerbeacon.com](http://www.careerbeacon.com)
- Indeed: [Indeed.ca](http://Indeed.ca)

### 13.2 Contact for NP Job descriptions:

- Posting Centre  
Email: [PostingClerk@HorizonNB.ca](mailto:PostingClerk@HorizonNB.ca)  
Phone: 648-7916

## 14. PROFESSIONAL ROLE AND RESPONSIBILITIES

### 14.1 Nurses Association of New Brunswick

[www.nanb.nb.ca](http://www.nanb.nb.ca)

### 14.2 [Entry-Level Competencies for Nurse Practitioners](#)

### 14.3 [Standards for the Practice of Primary Health Care Nurse Practitioners](#)

### 14.4 Contact for any Practice Questions

1-800-442-4417  
[nanb@nanb.nb.ca](mailto:nanb@nanb.nb.ca)

**Sylvettel Guitard**  
Nursing Practice Consultant  
740-1734  
[vguitard@nanb.nb.ca](mailto:vguitard@nanb.nb.ca)

**Joanne Leblanc-Chiasson**  
Nurse Consultant  
381-4058  
[Jleblanc-chiasson@nanb.nb.ca](mailto:Jleblanc-chiasson@nanb.nb.ca)

**Kate Sheppard**  
Senior Advisor Nursing Education and Practice  
459-2835 (ext 835)  
[ksheppard@nanb.nb.ca](mailto:ksheppard@nanb.nb.ca)

**Krista Cormier**  
Nurse Consultant  
459-2872 (ext 859)  
[kcormier@nanb.nb.ca](mailto:kcormier@nanb.nb.ca)

**Angela Wickett**  
Nurse Consultant  
506-459-2854 (ext 854)  
[awickett@nanb.nb.ca](mailto:awickett@nanb.nb.ca)

#### 14.5 [FAQs for Nurse Practitioners under Members Corner](#)

**Requests for changes in NANB NP Schedules:** Form on NANB website under Nurse Practitioner Professional Practice. Form then submitted to NP Therapeutic Committee.

### **15. CMPA/CNPS JOINT STATEMENT ON LIABILITY PROTECTION FOR NURSE PRACTITIONERS AND PHYSICIANS IN COLLABORATIVE PRACTICE**

[Joint statement on liability protection for nurse practitioners and physicians in collaborative practice](#)

### **16. STUDENT PRECEPTORSHIP**

Horizon Health Network has adopted a Single Entry Process for NP students requesting placement with a Horizon NP which all Horizon NPs have been asked to adhere to. This Single Entry Process will ensure all Horizon Health Educational placement requirements are met and will be fair to all NP students seeking placement with Horizon NPs.

The Educational Facility where the NP is enrolled in must request on behalf of the NP student a placement request to Horizon Health. The Horizon contact for this is [Education.Placements@HorizonNB.ca](mailto:Education.Placements@HorizonNB.ca) or (506) 648-6775.

Once Horizon receives the request and ensures all Educational Placement requirements are met, the request will be circulated to the Horizon NP group. If a Horizon NP feels she/he can meet the learning needs of the NP student then the Horizon NP will contact the NP student to discuss time commitment, scope of practice etc.

Preceptoring a student NP should be discussed with your NP manager and consulting physician prior to committing to a preceptorship.

Paula Toulman  
Director Education Liaison  
506-648-6775  
[Paula.Toulman@HorizonNB.ca](mailto:Paula.Toulman@HorizonNB.ca)

Morgan Underhill  
Education Placement Specialist  
506-  
[Morgan.Underhill2@horizonnb.ca](mailto:Morgan.Underhill2@horizonnb.ca)

### **17. MENTORSHIP**

At present there is no formal process for mentorship for NPs, however the NP Practice Support Role has been linking new NPs with more experienced NPs who work in similar practice settings as the new NP.

Mary Anne Hogan  
Nurse Practitioner Practice Support  
506-648-6366  
[MaryAnne.Hogan@HorizonNB.ca](mailto:MaryAnne.Hogan@HorizonNB.ca)

## **18. HORIZON HEALTH NURSE PRACTITIONER ADVISORY COUNCIL**

**Purpose:** The Nurse Practitioner Advisory Council is established to provide advice regarding the development of positive work environments and models of care to introduce and support Nurse Practitioner roles across Horizon Health Network. The council will serve as a communication forum for senior leaders and nurse practitioners to discuss issues of joint concern.

### **Members:**

- Administrative/Program Director
- Director of Nursing Practice
- Nurse Practitioner- Emergency
- Nurse Practitioner- Community Care
- Nurse Practitioner- Mental Health
- Nurse Practitioner- Nursing Home
- Nurse Practitioner- Community Sexual Health
- Nurse Practitioner- NP Practice Support
- Vice President, Clinical Services (ex-officio)
- Vice President, Community

## **19. NURSE PRACTITIONER/MANAGER AREA NETWORKING MEETING**

(with current COVID-19 restrictions no in person meetings, virtual in Moncton and NP Practice Support arranges periodic catch up teleconference with Fredericton and Saint John group)

### **19.1 Moncton Area**

The Moncton area managers organize the meetings and meet with the NPs after the first hour meeting. Depending on the agenda, an educational session may be included.

### **19.2 Fredericton Area**

Fredericton area managers are invited to attend if issues being discussed need input from managers. The Administrative Director in the Fredericton area attends for a period of time or communicates via teleconference or written update. There is an educational component to the meeting.

### **19.3 Saint John Area**

Saint John Area NP/Manager Networking meeting takes place twice per year, in the fall and spring. The NPs meet in the am with an educational session included and the managers are invited to attend the pm session

### **19.4 Miramichi Area**

As of October 2018, the 6 NP's met for the first time with further meetings to be planned moving forward.

## 20. RESOURCES FOR NURSE PRACTITIONERS

### 20.1 Nurse Practitioners Moncton Area

Nurse Practitioners Moncton Area		
Nurse Practitioner	Practice Location	Areas of Work Experience
Carolle Nazair	Primary Care Clinic Moncton	Women's Health, Contraception, Menopause, Background Cardiology
Kathryn Reviczky	Primary Care Clinic Moncton	Type 2 Diabetes (CDE), CDM, Geriatrics, Smoking Cessation, Cardiac and HTN Management
Nancy Theriault	Moncton City Hospital Emergency Department	NP – Emergency/Procedural/Suturing
Corinna Power	Port Elgin Primary Health Care Port Elgin/Sackville	
Wanda Rasmussen	Primary Care Clinic Moncton	Prenatal Care, Pediatric Care, Sexual Health, Cardiac Experience
Cindy Powers	Moncton City Hospital Emergency	
Mike Hewey	Albert County Health & Wellness Centre Riverside-Albert	
France Maillet Gagnon	Salvus Clinic Moncton	
Krista Cormier	Moncton Primary Health Care Clinic	Sexual Health, Immunization, Newcomer care, Prenatal care, Sutures, Minor derm procedures, Biopsy
Carolyn Lemay	Salvus Clinic/Sailsbury Health Centre	
Angela Tower	Collaborative Practice (Sackville)	
Elizabeth King-Crossman	Sackville Hospital Emergency	
Stephanie LeBlanc	Moncton City Hospital Emergency	
Sarah Stephens	Moncton Primary Health Care Clinic/ Sailsbury Health Centre	
Chantal Arsenault	Moncton Primary Health Care Clinic	Newcomer Health – Refugee, sexual health, public funded immunization, medical abortion
Annette Taylor	Salvus Clinic	Sexual Health, STI, Hep C, Newborns, Diabetes, Mental Health
Darla MacPherson	Sackville Emergency Dept.	
Ellen Phillips	Sackville Emergency Dept.	



**20.2 Nurse Practitioners Saint John Area**

<b>Nurse Practitioners Saint John Area</b>		
<b>Nurse Practitioner</b>	<b>Practice Location</b>	<b>Areas of Work Experience</b>
Yvonne Bartlett	Collaborative Health Centre, Charlotte County Hospital	Knee, hip, elbow and shoulder injections, Mirena insertions
Kate Burkholder	Fundy Health Centre	Reproductive Health (all ages and genders), Sexual Health, Prenatal/Postnatal Care, IUD/IUS Mirena Insertion, Health of Teens/Adolescents, Pediatric Care, Seniors Home Visits
Adam Wilkins	Loch Lomond Villa	Geriatrics (Nursing home)
Anne Marie Creamer	St Joseph's Community Health Centre Primary Care/Mental Health	Mental Health, Shoulder trochanter, Knee injections
Kelly Dunfield	Sussex Health Services Complex Primary Care	Primary care, Joint Injections, 24 hr. BP Monitoring, Excisions/Biopsies, Mirena Insertion, Prenatal care
Jillian Ring	St Joseph's CHC/NEWC	
Kim Hennessy	Opiate Replacement Treatment Program	
Stephanie Henry	Fundy Health Centre, Primary Care	Diabetes, CDE, Certification Insulin Pump therapy, Gestational Diabetes
Sue Beaman	St Joseph's Urgent Care Centre	
Nathleen Obenson	St Joseph's Urgent Care Centre	
Sarah Pearson	Kingsway/Kennebec Nursing Home	
Erika MacDonald	Hope Community Centre & Market Place Wellness, Saint John	
Brittany Cameron	St Joseph's Urgent Care Centre	
Todd Farrell	St Jos CHC Sexual Health/High Schools	Sexual Health, MSM(males who have sex with males)
Shelley Robinson-Gautreau	St Jos CHC Sexual Health/High Schools	Sexual Health, Prenatal Care
Shannon Whalen	St Joseph's Community Health Centre	
Kendra Johnson	Saint John Uptown Health Centre	
Louise Pelletier	SJRH Emergency	Wound Care, Chronic Disease Management, CVD, HBP, Diabetes
Vicky Mills	Hope Community Centre & Market Place Wellness	
Mary Anne Hogan	Saint John Regional Emergency Department, Practice Support Nurse Practitioners Horizon Health Network	
Taylor Stewart	Saint John Regional Emergency	
Anne Marie Webber	Saint John Regional Emergency	
Stephanie Waugh	Charlotte County Collaborative Wellness Centre	

<b>Nurse Practitioners Saint John Area</b>		
<b>Nurse Practitioner</b>	<b>Practice Location</b>	<b>Areas of Work Experience</b>
Pam Cline	Deer Island/Fundy Health Centre	
Christopher Scalabrin	Campobello Health Centre	
Jocelyn Beaudoin	MediSante	
Eric Lesser	SJRH Emergency Department	
Elora Beal	Saint John Uptown Health Centre	
Mary Anne Maillet (casual)	St Stephen Collaborative Wellness Centre	
Fiona Thornton	Saint John Uptown Health Centre	
Danielle Harrigan	SJRH Emergency Department	
Hallie Bass	Casual	
Carly White	Sussex Health Centre	
Vanessa Daggett	Grand Manan Health Centre	
Polly Cox	Fundy Health Centre	

### 20.3 Nurse Practitioners Fredericton Area

<b>Nurse Practitioners Fredericton Area</b>		
<b>Nurse Practitioner</b>	<b>Practice Location</b>	<b>Areas of Work Experience</b>
Sarah Joy	Downtown Fredericton CHC	
Marcie Pushee	Downtown Fredericton CHC	
Vanessa Betts	Central Miramichi CHC	Prenatal care
Jacalyn Boone	Gibson Health Clinic	Generalist, Same day Urgent care, Well Child, Women's Health including Prenatal and Postpartum, Breast Feeding Support, Super user Purkinji, Tobacco cessation, Spirometry, IUD insertion, Prenatal care
Emily Goss	Fredericton Northside CHC	
Crystal Broad	Hartland Health Centre	Skin Lesions, Suturing, Diabetes
Lynn Comerford	Fredericton Southside HC/ Oromocto HC	
Emily MacLean	QNCHC	
Tracy Poirier	Fredericton Downtown CHC	
Raelyn Lagace	Centre de Sante Noreen-Richard	
Lisa Duplessis (Casual)	Centre de Sante Noreen-Richard/QNCHC/FDCHC	
Joan Jenkins	Sexual Health/Fredericton/URV	

<b>Nurse Practitioners Fredericton Area</b>		
<b>Nurse Practitioner</b>	<b>Practice Location</b>	<b>Areas of Work Experience</b>
Nancy Oxner	McAdam Health Centre	
Katie Barry	Fredericton Northside CHC	ADHD diagnosis and treatment, IUD's, Endometrial biopsy, Skin biopsy, Nexplanon implant
Amy Reid	Fredericton Downtown CHC/Episodic Clinic	
Cindy McCarthy	Tobique Valley CHC	Indigenous population, mental health and addictions, suturing (experience in walk in clinic)
Terri Bowland	Oromocto Public Hospital Emergency/First Nations	
Rachel Coles	Collaborative Practice, Fredericton	
Rachel Gallagher	Fredericton Downtown CHC	
Rebecca McCardell	811 ED Divert Clinic FDCHC	
Keltie Keir	Fredericton Southside Health Centre	Gender dysphoria (transhealth, gender affirming hormonal therapy), Sexual Health, Addictions, Women's Health
Hollie Muir	Oromocto Health Centre	
Trina Cluney	Fredericton Downtown CHC (First Nations Community)	
Angela Jardine	Central Miramichi CHC	
Michelle Daniels	Nackawic Health Centre	
Leah Merrill	Keswick Health Centre	
Patricia Cann (Trisha)	Fredericton Downtown Health Centre/811 Episodic Care	
Brittney Elles	Hartland Health Centre	
Carolyn Morrison	Central Miramichi CHC	
Mike Clark	Fredericton Southside Health Centre	
Robyn Hamilton	Fredericton Southside Health Centre	
Lindsay MacDonald	Fredericton Downtown CHC/811 Episodic Clinic	
Alison MacDonald	Southside Health Centre	Nexplanon insertions
Laura Astle (Casual)	Fredericton Downtown CHC	ENT
Yarrow Merritt	Fredericton Downtown CHC/811 Diversion Clinic	

## 20.4 Nurse Practitioners Miramichi Area

Nurse Practitioners Miramichi Area		
Nurse Practitioners	Practice Location	Area of Work Experience
Genevieve Brideau	Chatham Health Centre (Mental Health Addictions/ First Nations)	
Gregory Murphy	Chatham Health Centre (First nations)	
Holly St Coeur	Miramichi Health Centre	
Vacant	Miramichi Regional Hospital Emergency Department	
Charis Lynch	Shannex Tabusintac Nursing Home	

## 21. LOCAL AREA CONTACTS

### 21.1 Moncton Area Local Contacts

Moncton Area Local Contacts	
<b>Pharmacy</b>	Andrew Dickie Drug Information/Drug Use Evaluation Pharmacist <a href="mailto:Andrew.Dickie@HorizonNB.ca">Andrew.Dickie@HorizonNB.ca</a> 506- 857-5335
<b>Laboratory Medicine</b>	Tammy Smith LIS Coordinator The Moncton Hospital <a href="mailto:Tammy.Smith@HorizonNB.ca">Tammy.Smith@HorizonNB.ca</a> 506-857-5316 Sackville Lab: Joanne Smith Sackville Lab Registration: Leslie Estrabrooks
<b>Medical Imaging</b>	Amanda Wilson, Director of Medical Imaging the Moncton Hospital <a href="mailto:Amanda.Wilson@horizonnb.ca">Amanda.Wilson@horizonnb.ca</a> 506-857-5281 Misti Murray 857-5277 Radiology Sackville: Tammy Woodworth
<b>Infection Control</b>	Mary E. Woodworth/Chris Cohoon 870-2835
<b>Ambulatory Clinics</b>	Ruth Dunnett, Program Admin Director <a href="mailto:Ruth.Dunnett@HorizonNB.ca">Ruth.Dunnett@HorizonNB.ca</a> 506-857-5200 (Cathy Arnold - Clinic G, Cheryl Leahy - Clinic C, Kim Skanus - Clinic D, Cheryl Higgins - Clinic B)
<b>Sexual Assault Follow-Up</b>	Emmanuelle Landry Moncton City Hospital ED <a href="mailto:Emmanuelle.Landry@HorizonNB.ca">Emmanuelle.Landry@HorizonNB.ca</a> 506-857-5686
<b>Security &amp; Safety Services</b>	Gregory Dunn, Manager of Security and Safety Services the Moncton Hospital 506-857-5598

Moncton Area Local Contacts	
<b>Admitting and Health Records</b>	Craig Elward <a href="mailto:Craig.Elward@Horizonnb.ca">Craig.Elward@Horizonnb.ca</a>
<b>Mailroom</b>	Jaco Olivier 857-5360
<b>Diabetes Outreach</b>	Shelley L Jones Diabetes Outreach Case Manager <a href="mailto:Shelley.Jones@HorizonNB.ca">Shelley.Jones@HorizonNB.ca</a> 506-372-5987
<b>ECG</b>	Pam Cole (Moncton/Sackville)
<b>Note:</b> If a Moncton Area NP's Patient(s) may be accessing health care services in VitaliteNB facilities, please contact Mary Anne Hogan NP Practice Support to ensure VitaliteNB is aware of the NP Practice.	

## 21.2 Saint John Area Local Contacts

Saint John Area Local Contacts	
<b>Pharmacy</b>	Hollie Glennie, Operations Manager Pharmacy, 506-648-6984 <a href="mailto:Hollie.Glennie@HorioznNB.ca">Hollie.Glennie@HorioznNB.ca</a>  Ashley Sproul, Stephanie Moulton (temp) Parenteral Therapy Clinical Support 506- 375-2696
<b>Laboratory Medicine</b>	Emily Bodechon, Admin Director, 648-6969 <a href="mailto:Emily.Bodechon@HorizonNB.ca">Emily.Bodechon@HorizonNB.ca</a>  (Catalysts) Shannon Ho-Osborne, Lab Services 648-6538 Allan Yeoman LIS Coordinator, 648-6541 Heather Richard, Quality Safety and Process Management Coordinator 648-7554
<b>Medical Imaging</b>	Zachary Kilburn, Saint John Director 648-6909 Zachary Kilburn, Regional Director Department Medical Imaging 648-6908 <a href="mailto:Zachary.Kilburn@Horizonnb.ca">Zachary.Kilburn@Horizonnb.ca</a>
<b>Ambulatory Clinics</b>	Cathy Wall Nurse Manager Ambulatory Clinic 506-648-6683 <a href="mailto:Catherine.Wall@HorizonNB.ca">Catherine.Wall@HorizonNB.ca</a>
<b>Ostomy Clinic</b>	Melissa Morgan 648-6452 3D Centre - Surgery Department Fax 648-6536

<b>Saint John Area Local Contacts</b>	
<b>Wound Care</b>	<p>Amanda Blanchard Regional Lead Skin and Wound Care 506-566-0709</p> <p>Christeena Barber Wound Care 506-648-6915</p> <p>Darlene Farqharon 506-648-6924</p>
<b>Therapeutic Services</b>	<p>Tracy Underwood, Director Therapeutic Services 506-648-6493 <a href="mailto:Tracy.Underwood@HorizonNB.ca">Tracy.Underwood@HorizonNB.ca</a></p>
<b>Sexual Assault Follow up</b>	<p>Ashley Stewart SANE</p>
<b>St. Joseph's Community Health Centre</b>	<p>Community Programs 632-5537 Smoking Cessation, Weight Management etc.</p>
<b>Transfusion Medicine</b>	<p>Diane MacLeod-Cyr, Manager Transfusion Medicine, Saint John Area 506-648-7759 <a href="mailto:Diane.MacLeod-Cyr@HorizonNB.ca">Diane.MacLeod-Cyr@HorizonNB.ca</a></p>
<b>Breast Health Clinic</b>	<p>Kathy Woodhouse Breast Health Nurse Case Manager 506-632-5620 <a href="mailto:Kathy.Woodhouse@HorizonNB.ca">Kathy.Woodhouse@HorizonNB.ca</a></p>
<b>Diabetes Outreach</b>	<p>Karen Burr 506-648-7479 <a href="mailto:Karen.Burr@HorizonNB.ca">Karen.Burr@HorizonNB.ca</a></p>
<b>Security &amp; Safety Services</b>	<p>Liane Jordan, Manager 506-648-6612 <a href="mailto:Liane.Jordan@HorizonNB.ca">Liane.Jordan@HorizonNB.ca</a></p>
<b>ECG</b>	<p>Sara Jayne Cameron Area 2 Director Electrodiagnostics and Respiratory <a href="mailto:Sara-Jayne.Cameron@Horizonnb.ca">Sara-Jayne.Cameron@Horizonnb.ca</a></p> <p>Kathy Walker: temporary Saint John Clinical Coordinator for Cardiology Technologists/related services (ECG, Ambulatory Monitoring, Cardiac Device and Exercise Tolerance Testing.) 648-6730 <a href="mailto:Kathy.Walker@Horizonnb.ca">Kathy.Walker@Horizonnb.ca</a></p>
<b>Infection Control</b>	<p>Nicole Downing</p>

<b>Saint John Area Local Contacts</b>	
<b>Registration &amp; Admitting</b>	<p>Tammy Dean Morehouse Saint John Regional Hospital  <a href="mailto:Tammy.Morehouse@Horizonnb.ca">Tammy.Morehouse@Horizonnb.ca</a> 648-7383</p> <p>Lori Johnston (Sussex)  <a href="mailto:Lori.Johston@Horizonnb.ca">Lori.Johston@Horizonnb.ca</a> Susan Sears (Charlotte County)  <a href="mailto:Susan.Sears@Horizonnb.cs">Susan.Sears@Horizonnb.cs</a></p>
<b>Mailroom</b>	<p>Darlene Richards  <a href="mailto:Darlene.richards@snb.ca">Darlene.richards@snb.ca</a>            506-648-7820</p> <p>Sam Poziomka            Regional Manager Enterprise Telecommunication Services 506-343-4389</p>
<b>Oncology Nurse Navigator</b>	<p>Julie Smart, BN RN  <a href="mailto:Julie.Smart@HorizonNB.ca">Julie.Smart@HorizonNB.ca</a>            (506) 648-7850</p>

### 21.3 Fredericton Area Local Contacts

<b>Fredericton Area Local Contacts</b>	
<b>Pharmacy</b>	<p>Brent Lingley            Operations manager            506-459-6508  <a href="mailto:Brent.Lingley@HorizonNB.ca">Brent.Lingley@HorizonNB.ca</a></p>
<b>Laboratory Medicine</b>	<p>Paula Campbell            Administrative Director,            Horizon Health Network 506-452-5481</p> <p>James Whitman            506-452-5480</p> <p>Jeralyn Mallaley            Quality, Safety and Process Management Coordinator            506-447-4323</p> <p>Kelly Clark            Lab Manager URV</p>
<b>Medical Imaging</b>	<p>Betty Leblanc            Director Medical Imaging Area 3            Fredericton and Upper River Valley            506-452-5122  <a href="mailto:Betty.LebLanc@HorizonNB.ca">Betty.LebLanc@HorizonNB.ca</a></p> <p>Joanne Innes            Assistant Director Medical Imaging            Fredericton and Upper River Valley            506-452-5136  <a href="mailto:Joanne.Innes@HorizonNB.ca">Joanne.Innes@HorizonNB.ca</a></p>

Fredericton Area Local Contacts	
<b>ECG</b>	Jenny Devereaux Director Electrodiagnostics and Respiratory Therapy <a href="mailto:Jenny.Devereaux@horizonnb.ca">Jenny.Devereaux@horizonnb.ca</a>
<b>Infection Control</b>	Josie Taylor 452-5320
<b>Ambulatory Clinics</b>	Collen Donnelly (DECH)
<b>Security &amp; Safety Services</b>	Robert Gibson Manager of Security and Parking Services Fredericton and Upper River Valley 506-447-4007 <a href="mailto:Robert.Gibson@Horizonnb.ca">Robert.Gibson@Horizonnb.ca</a>
<b>Registration &amp; Admitting</b>	Jennifer Campbell 506-452-5030 <a href="mailto:Jennifer.Campbell@HorizonNB.ca">Jennifer.Campbell@HorizonNB.ca</a>
<b>Mailroom</b>	Ken Hunter <a href="mailto:Ken.Hunter@snb.ca">Ken.Hunter@snb.ca</a> 452-5294
<b>Diabetes Outreach</b>	Christina O'Brien Diabetes Outreach Case Manager 506-452-5180 <a href="mailto:Christina.O'Brien@HorizonNB.ca">Christina.O'Brien@HorizonNB.ca</a>
<b>Sexual Assault Follow up</b>	Canace Dekleva SANE Coordinator Fredericton area 506-452-5058 <a href="mailto:Candace.Dekleva@HorizonNB.ca">Candace.Dekleva@HorizonNB.ca</a>
<b>Health Records</b>	Mary Martin <a href="mailto:Mary.Martin@Horizonnb.ca">Mary.Martin@Horizonnb.ca</a> 506-447-4126
<b>Occupational Therapy Department (DECH)</b>	Caitlyn Duggan
<b>Physiotherapy Department (DECH)</b>	Devon Stewart

## 21.4 Miramichi Area Local Contacts

Miramichi Area Local Contacts	
<b>Pharmacy</b>	Keith Noseworthy Interim Site Manager Pharmacy Services Miramichi Regional Hospital 506-623-3070 <a href="mailto:Keith.Noseworthy@HorizonNB.ca">Keith.Noseworthy@HorizonNB.ca</a>



<b>Miramichi Area Local Contacts</b>	
<b>Laboratory Medicine</b>	Laboratory Clinical Director: Dr Dariusz Strzelczak Laboratory Admin Director: Steve Doyle Histopathology Manager: John Casswell Transfusion Medicine Manager: Heather Grant LIS Coordinator: Linda Dunn Cytology Supervisor: Natalie Savoie Marsh Cook Quality, Safety and Process Management Coordinator 5 0 6 - 623-3246
<b>Medical Imaging</b>	Janine Brideau Director Medical Imaging Miramichi Area 506-623-3141 <a href="mailto:Janine.Brideau@HorizonNB.ca">Janine.Brideau@HorizonNB.ca</a>
<b>Ambulatory Clinic</b>	Trudy Wallace Registered Nurse / Infirmier(ère) immatriculé(e) 506-623-3151 <a href="mailto:Trudy.Wallace@HorizonNB.ca">Trudy.Wallace@HorizonNB.ca</a>
<b>Infection Control</b>	Merita MacMillan 5 0 6 - 623-3448
<b>Security &amp; Safety Services</b>	Jeff Whyte Miramichi Area 506-623-3172 <a href="mailto:Jeff.Whyte@HorizonNB.ca">Jeff.Whyte@HorizonNB.ca</a>
<b>Registration &amp; Admitting</b>	Debbie Martin Miramichi Area 506-623-3126 <a href="mailto:Debbie.Martin@HorizonNB.ca">Debbie.Martin@HorizonNB.ca</a>
<b>Mailroom</b>	Chris Nichols <a href="mailto:Chris.Nichols@FacilicorpNB.ca">Chris.Nichols@FacilicorpNB.ca</a>
<b>Diabetes Outreach</b>	Rosaline Dugas Diabetes Outreach Case Manager 506-623-6208 <a href="mailto:Rosaline.Dugas@HorizonNB.ca">Rosaline.Dugas@HorizonNB.ca</a>

## 22. GENERAL CONTACTS

### Director Electrodiagnostic / Respiratory Therapy Horizon Health Network

- Katherine Kowlaski  
[Katherine.Kowalski@HorizonNB.ca](mailto:Katherine.Kowalski@HorizonNB.ca)

### Purchase Teaching Equipment/Models

- Canadian Breast Cancer to buy model breast for teaching purposes
- Bayer Health Care -Cervix model
- Website Health EDCO for purchasing Education Material [www.healthedco.com](http://www.healthedco.com)

## 23. PUBLIC HEALTH CONTACTS

**Moncton Area:** Colette Breau Comeau (Communicable Disease and STBBI)  
869-6497

**Saint John Area:** Shanua Forbes  
643-2807  
Patricia Boyles (PH RN)  
658-2268

**Fredericton Area:** Karen Wilson  
453-5200  
Ruth Amos: Coordinator Communicable Disease  
Shauna Miller: Dietitians  
Angie Synder: Healthy Families Healthy Babies Coordinator

**Miramichi Area:** Juline Daigle  
778-6106  
Kim Scott: Healthy Families Healthy Babies Coordinator  
Chanelle Melanson, Anne Roussel: Dietitians

## Public Health Immunization Concerns

**Moncton Area:** Brenda Bastarache  
856-2906

**Saint John Area:** Debbie Bowes  
658-2285 (658-2454)

**Fredericton Area:** Charla Adams  
453-5200

**Miramichi Area:** Janice Jardine  
843-2956

## 24. PUBLIC HEALTH WEBSITE

[http://www2.gnb.ca/content/gnb/en/departments/ocmoh/for\\_healthprofessionals.html](http://www2.gnb.ca/content/gnb/en/departments/ocmoh/for_healthprofessionals.html)

## 25. PUBLIC HEALTH CANADA

<http://www.phac-aspc.gc.ca>

## 26. DOCUMENTATION COORDINATOR HORIZON HEALTH NETWORK

### Moncton Area

Tanya Lavigne  
Nursing Practice Coordinator  
506-857-5428  
[Tanya.Lavigne@HorizonNB.ca](mailto:Tanya.Lavigne@HorizonNB.ca)

### Fredericton Area

Teena McCarthy  
eDocumentation Clinical Specialist, RN  
506-373-2709  
[Teena.McCarthy@HorizonNB.ca](mailto:Teena.McCarthy@HorizonNB.ca)

### Miramichi Area

Lisa Keirstead Johnson  
Nursing Practice Coordinator  
506-623-3423  
[Lisa.Keirstead-Johnson@horizonnb.ca](mailto:Lisa.Keirstead-Johnson@horizonnb.ca)

### Saint John Area

Temp: Mary Lynn Clark  
Nursing Practice Coordinator  
506-648-6193  
[MaryLynn.Clark@HorizonNB.ca](mailto:MaryLynn.Clark@HorizonNB.ca)

## 27. RN NURSING PRACTICE COORDINATORS

(Policies which may affect NP Practice)

**Moncton Area:** Tanya Lavigne  
857-5428  
[Tanya.Lavigne@Horizonnb.ca](mailto:Tanya.Lavigne@Horizonnb.ca)

**Saint John Area:** Mary Lynn Clarke/Julianna Zanatta  
648-6193/608-2048  
[MaryLynn.Clark@HorizonNB.ca](mailto:MaryLynn.Clark@HorizonNB.ca)  
[Juliana.Zanatta@HorizonNB.ca](mailto:Juliana.Zanatta@HorizonNB.ca)

**Fredericton Area:** Sarah Connors  
447-4151  
[Sarah.Connors@HorizonNB.ca](mailto:Sarah.Connors@HorizonNB.ca)

**Miramichi Area:** Lisa Keirstead-Johnson  
623-3423  
[Lisa.Keirstead-Johnson@horizonnb.ca](mailto:Lisa.Keirstead-Johnson@horizonnb.ca)

## 28. NURSE PRACTITIONER PRACTICE RESOURCES

- [ADHD – Facts / Stats \(Facts and Myths\)](#)
- [Admission Form for Special Care Home](#) – any issues, please communicate with the Supervisor or Manager in the Social Development Regional Office – contact link for the SD Regional Offices: [SD Contacts](#)

- [Adult Oncology Nurse Navigation Program](#)
  - Do you have a patient with cancer? The Oncology Nurse Navigator can help!!
  - Why should you refer to the navigator?
  - Cancer Patient Navigation is a process where a person with a suspicious finding or known cancer is guided through each step in the cancer care journey. Every patient and their family have different needs and will cope with having cancer in different ways. The navigator can:
    - ▲ Remain a constant source of support for the patient and family during their journey with cancer
    - ▲ Link patients with community supports and other professionals
    - ▲ Ensure they understand information about their cancer and treatment options
    - ▲ Assist with finding resources to help with travel expenses during treatment
    - ▲ Coordinate with the healthcare team to connect the patient to the next step in their cancer journey. This could be entering the hospital for treatment, transitioning back home, or beginning palliative care.
    - ▲ \*\* For breast cancer patients, please continue to send referrals to the Breast Health Program. For more information about the Adult Oncology Nurse Navigation Program, please visit our Skyline Page
- [Aging in New Brunswick: A User's Guide](#)
- [Antimicrobial Stewardship Link](#)
- [Back Pain/NB-ISAEC \(Spine Clinic\)](#)
- [Canadian Mental Health Association](#)
- [Canadian Nurses Protective Society \(CNPS\) – The NP Corner](#)
- [Coroners Death Certificate / Coroners Act / MAID and Death Registration Certificate](#)
- [COVID Resources](#)
- [Determining Driver Fitness in Canada / Drivers Licenses information](#)
- [Indigenous Resources](#)
- [Project ECHO \(Extension of Community Health Outcomes\)](#)
- MBMD secure messaging
  - Saint John, Moncton: Michael Fox 649-2630 [Michael.Fox@Horizonnb.ca](mailto:Michael.Fox@Horizonnb.ca)
  - Fredericton, Miramichi: Marc Cormier 461-9944 [Marc.Cormier@Horizonnb.ca](mailto:Marc.Cormier@Horizonnb.ca)
- [Medical Assistance in Dying \(MAID\) brochure](#)
- [My Health/ MaSantéNB](#)
- [NB Medical Directory](#)
- [NB Social Development](#) Forms: changes were made to the Family Income Security Act – Regulations 95-61 last year to include NPs. See section 4 (14).
- The New Brunswick Drug Plans has implemented a new email subscription management portal. To continue receiving NB Drug Plans formulary updates and policy changes by email, you must register your email online here. Only those registered in the new portal will receive email updates. Individuals may subscribe or unsubscribe online at any time. If you have any questions, please contact our office at 1-800-332-3691 or [info@nbdugs-medicamentsnb.ca](mailto:info@nbdugs-medicamentsnb.ca)
- Nurse Practitioner Journal – Mary Anne to send out index when published
- [Prescription fax form](#)
- [Specialists for Transgender](#)
- [Spectrum](#)
- [Wound Care](#)
  - [Wounds Canada Best Practice for the Prevention of Venous Leg Ulcers](#)
  - [Wounds International Simplifying Venous Leg Ulcers](#)
  - [Cobain 2 Basic Lower Leg Application](#)
  - [3M Health Academy](#)

## 29. EDUCATIONAL REFERENCES

- UpToDate
- Micromedex
- Nurseone.ca
- Links to Library Services thru Skyline
- NBCCNP
- **Critical Care Course Modules:**
  - [www.unb.ca](http://www.unb.ca)
  - E-services
  - ID/Login: ccnursing
  - Password: Nurs1ng
- **Dr Gozna's MSK Assessment**
  - [www.GrandRoundsnow.com](http://www.GrandRoundsnow.com)
- [Antimicrobial Stewardship Link](#)

Other reference resources that may be helpful, but at a personal cost to NP are Epocrates, Pepid, Lexicomp

## 30. COGNITIVE BEHAVIOUR/MENTAL HEALTH

- <https://www.udemy.com/>- if link does not work, enter manually
- <https://cacbt.ca/en/training/cbt-training-schedule/>
- <http://cbt.ca/certification/>
- <https://www.anxietycanada.com/free-downloadable-pdf-resources/>

## 31. NURSE PRACTITIONER PRACTICE SUPPORT

Mary Anne Hogan, NP  
 Saint John Regional Hospital  
[MaryAnne.Hogan@HorizonNB.ca](mailto:MaryAnne.Hogan@HorizonNB.ca)  
 Office: 648-6366

**Inquiries regarding practice issues from both Managers and Nurse Practitioners.**

## 32. JOB DESCRIPTION

**Job Title:** Nurse Practitioner (NP) - 0.6 fte NP Practice Support

**Location:** Saint John Area Saint John

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**Purpose Of Job:**

This position also provides professional practice support for Horizon NPs by developing and implementing initiatives which contribute to the development of professional practice environments for NPs.

**Reporting Relationship:**

This position reports to Director of Nursing Professional Practice, Saint John Area.

**Key Duties And/Or Responsibilities:**

Nurse practitioners at Horizon Health Network are responsible for promoting and providing high quality care as clinical practitioners, consultants, educators, and researchers. Nurse practitioner competencies in New Brunswick (NANB, June 2010) can be categorized as:

- Professional Role, Responsibility and Accountability;
- Health Assessment and Diagnosis;

- Therapeutic Management; and
- Health promotion and Prevention of Illness and Injury.

**As the Horizon Professional Practice Support the NP will:**

- develop and implement initiatives to support the integration of NP roles in Horizon, such as: a toolkit, communication plan on the role of the NP, and performance management framework,
- collaborate with managers to facilitate the successful integration of new NPs across Horizon by participating on interview panels, assisting with orientation plans and providing clinical advice,
- identify continuing education needs and facilitate opportunities for meeting those needs,
- assist with NP student placements by collaborating with the Regional Education Placement Coordinator,
- serve as an advisor to managers and NPs on matters related to clinical competence, and
- identify issues that impact on NP practice and provide advice to the Director of Nursing Professional Practice regarding the resolution of such issues
- Attends, participates, and contributes to the Horizon Nurse Practitioner Advisory Council.
- Participates as a member of other NP related committees, as approved by the Director of Nursing Professional Practice.
- Participates in NP orientation and professional development programs as required.
- Maintains an awareness of current trends, issues, and concepts within health care and the NP profession.
- Develops and maintains effective working relationships and partnerships with all team members, nurse educators and clinicians, nurse managers, administrative directors, support staff, collaborating physicians and other service providers.
- Applies personal stress management techniques and remains flexible and adaptable to change.

**33. NURSE PRACTITIONER NEW BRUNSWICK INTEREST GROUP (NPNB)**

**Website:** [www.NPNB.ca](http://www.NPNB.ca)

**Contact :** Chantal Ricard

[npnbexecutiveoffice@gmail.com](mailto:npnbexecutiveoffice@gmail.com)

**34. ROLE OF THE NURSE PRACTITIONER IN REHAB AND REABLEMENT (R&R)**

Nurse Practitioners (NP) within the Extra-Mural Program (EMP) are advanced practice registered nurses that have the knowledge and ability to provide primary care to patients in their homes. Unique to other health disciplines, NPs are qualified to diagnose and treat health conditions and practice certain tasks that are otherwise reserved to physicians, such as ordering diagnostic tests and prescribing medications. Additionally, NPs are authorized to diagnose or assess a disease, disorder, or condition, and communicate the diagnosis or assessment to the patient.

The NP as part of the EMP interdisciplinary team, provides an enhancement to home healthcare services by supporting patients through assessment, diagnosis, and management of their conditions in the home environment. Rehabilitation and Reablement services (R&R) focus on providing rapid intensive services for frail seniors who have an acute illness and often have several geriatric syndromes. These patients benefit from a NP supported EMP interdisciplinary team, in conjunction with their primary care provider (PCP), to provide an additional layer of expertise and prompt assessment within the home.

This collaborative approach will allow the NP to practice to their full scope to best support vulnerable R&R patients in their home or special care homes, collaborating with the patient and family, their PCP, the EMP interdisciplinary team, and community partners in the development of a patient-centered plan of care.

**NP ESSENTIAL FUNCTIONS WITHIN EMP:**

- Prioritize all new R&R referrals at the Saint John and Kennebecasis unit
- Provide first intervention to all new R&R referrals within the first 2-3 days
- Assess each R&R patient at the onset of the referral including a comprehensive geriatric assessment and participate in a joint initial visit with the EMP primary provider when possible
- Assess and diagnose a disease, disorder or condition and communicate the diagnosis or assessment of the patient, order and interpret screening and diagnostic tests.
- Support and collaborate with the patient's PCP and the EMP interdisciplinary team.
- Provide direction/ medical orders to the EMP interdisciplinary team as required
- To prescribe and order medications where appropriate
- To initiate a consultation or referral to specialists, if required
- Provide health education to patients and families to improve physical, emotional, and functional impairments related to their disease condition
- Virtual visits when needed

**The NP will receive and intervene with two subsets of patients: R&R referral with a PCP**

- The NP will act as an additional layer of support to the PCP by communicating findings and results from assessments
- The NP will delegate and work collaboratively with the EMP team By leaning on the expertise of the EMP team, the NPs will have greater capacity to practice to their full scope
- The EMP team may call upon the NP when the patient condition requires intervention/assessment (i.e. urgently for non-life-threatening conditions) and the patient's PCP is unavailable. The NP will provide follow-up communication on patient status, assessment, and interventions as applicable to the PCP. The patient's PCP will remain the first point of contact.
- The NP will stay attached to R&R patients for the duration of their R&R care plan (maximum period of 13 weeks)

**R&R referral without a PCP**

- Ensure the patient is on the Patient Connect registry
- For the purposes of R&R, the NP may act as PCP to allow access to the services
- The NP will remain as PCP for the duration the patient EMP admission OR until the patient is matched with a PCP
- The NP or the NP's collaborating physician, depending on schedule, will support "on call nurse" after-hours as necessary with R&R patients without a PCP

**NP role within the EMP team:**

As a member of the EMP team, the NP will work with the interdisciplinary team using evidenced based practice for the home care environment. As an EMP team member they will work collaboratively to ensure a patient/family centred care approach. The NP will interact with the EMP team in both formal and informal means:

**a. Formal communications to EMP team:**

- Participate in patient rounds at both the Saint John and KV unit
- Patient charting
- Creation/ involvement in patient's care plan

**b. Informal communications to EMP team:**

- Verbal consultations in office or via telephone
- First visit to patient with EMP primary provider when possible
- Virtual consultations as needed

**NP role with existing PCPs:**

The EMP NP does not replace the role of the patient's PCP. The addition of the NP to the EMP team allows for a primary care lens to be applied within the home and support communications with the PCP regarding assessment and recommendations. When the patient condition requires intervention/assessment (i.e. the patient needs to be seen urgently for non-life-threatening conditions) and the patient's PCP is unavailable, the EMP team will contact the NP. The NP will provide follow-up communication on patient status, assessment and interventions as applicable to the PCP. The patient's PCP will remain the first point of contact.

**Communications with PCPs:**

- Consultations and transfer of knowledge/ assessment may occur by telephone or in writing through the EMP Team communication documentation tool.
- The NP may consult with additional specialists when required
- The NP will follow EMP documentations standards in the patient record.

## **35. FAQ NURSE PRACTITIONER IN REHABILITATION AND REABLEMENT**

### **Questions and Answers for Zone 2**

The Healthy Seniors Pilot Project (HSPP), The Integration of a Nurse Practitioner (NP) into the Rehabilitation and Reablement (R&R) Care Team for Vulnerable Seniors, is aimed at supporting vulnerable seniors. The specific objectives of this project are to provide timely and more appropriate primary care in the community for R&R patients, to ensure the care team feels supported in working with vulnerable R&R patients, and to improve access to the R&R program. By integrating an NP into the R&R care team, the NP will be able to see patients in their homes and offer an additional level of expertise to the existing Extra-Mural Program (EMP) team with in-home assessments.

#### **1. What is rehabilitation and reablement (R&R)?**

Launched provincially in 2016, R&R is an enhancement to the services currently offered by the EMP and the Department of Social Development (SD). It is short-term personal support services, and/or EMP services delivered in the patient's home or when appropriate a temporary transitional bed in a designated Special Care Home. The overall goal is to enable frail seniors to restore/maintain their health and overall function so that they can remain at home. Seniors receive care and services in a rapid, seamless, integrated, and intensive manner.

Rehabilitation: services that help seniors to maximize recovery after illness or injury

Reablement: services that help seniors learn or relearn the skills necessary to adapt to living independently and to carry out activities of daily living while living with impairment.

#### **2. Who is R&R for?**

Frail seniors who are recovering from an illness or injury and have health needs that are expected to improve with short term intensive intervention to restore/optimize their independence and remain at home.

- These services are specific to those who are in hospital who would benefit from an early supported discharge or who are living in the community in need of these services to prevent hospitalization. This approach to care is meant to be an appropriate option for frail seniors



who could benefit from intense rehab and/or reablement services to support the skills necessary to adapt to living independently. Assess frailty using the Clinical Frailty Scale to help identify patients (score of 4-7) – (see Appendix A.)

- Assessed to have potential to improve after an illness or injury
- Appropriate for, but not exclusive to, patients with COPD, CHF, mild-moderate stroke, TIA, convalescing after an unplanned surgery or fall, rehabilitation in hospital (general strengthening), mild dementia (who are able to live in the community)
- This service is not to be included as part of a post-surgical plan for scheduled surgeries, however in situations with unexpected complications post-surgery, this service option may be considered.
- patients placed in a transitional care bed can be no more than a one person assist due to fire marshal regulations.

When in doubt, providers are encouraged to call their local EMP unit managers or EMP Liaison Nurse to discuss the referral and to answer any questions.

### **3. How will patients access R&R services?**

From hospital, staff can identify appropriate patients through the discharge planning process. Contact the EMP liaison nurses who will work closely with the health care teams to facilitate a discharge plan of care (see Appendix B).

From community, primary care providers (PCP) – i.e. physicians or nurse practitioners – can refer to EMP using the usual manner of referral. EMP staff can identify appropriate patients for this service approach and work collaboratively with PCP to establish a care plan.

### **4. Will the NP be able to see other EMP patients outside of R&R?**

The NP was hired as part of a pilot project to support R&R patients. The NP will prioritize these patients in alignment with the goals and targets associated with this project.

### **5. Will the NP follow the patients who will be admitted without a PCP?**

The addition of an NP to the R&R care team allows the unique opportunity for patients without a PCP to be admitted to EMP for R&R services. The NP will follow these patients for the duration of the 9 weeks of the program.

### **6. Will the NP be seeing all R&R patients or on an as needed basis? At what frequency will the patients be followed at?**

The NP will be visiting identified R&R patients beginning January 2022. The NP will visit patients and will work closely with the EMP team and PCP to assess patients' needs to support the development of a care plan.

### **7. What is the process to contact the NP?**

The process to contact the NP is the same for how you would contact other health disciplines on the EMP team.

### **8. What happens at the end of the R&R services?**

Patients will continue to receive the services that are individually required to meet their care needs within the current services offered by EMP and SD.

## 36. APPENDIXES

### 36.1 Appendix A – User Guide Upgrade

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## 36.2 Appendix B – What is eConsult?

<p>Hello Nurse Practitioners,</p> <p>We are so please to announce that eConsult will now be available for you to use.</p> <p><b>What is eConsult?</b></p> <p>eConsult is an electronic communication between a primary care provider and a specialist. An eConsult occurs when a primary care provider sends a patient specific, non-urgent request for advice to a specialist on a secure web-based platform (eHealthNB). eConsult provides advice to the primary care provider, who continues to manage the patient's care. It may result in a patient not needing a face-to-face consult with the specialist. If a face-to-face consult is required, the referral for this consultation would proceed in the usual manner that is followed in your area.</p> <p>An eConsult can be a simple or a complex question following an initial assessment by the PCP. It is possible to attach photos or other documents, if needed to support the query ( e.g. photo of a skin lesion).</p> <p>There are currently 11 specialties offered through eConsult.</p> <ol style="list-style-type: none"> <li>1. Dermatology</li> <li>2. Orthopedics</li> <li>3. Geriatric Medicine</li> <li>4. Chronic Pain Management</li> <li>5. Obstetrics/Gynecology</li> <li>6. Opioid Management</li> <li>7. Neurology</li> <li>8. Psychiatry</li> <li>9. Pediatrics</li> <li>10. Endocrinology</li> <li>11. Gastroenterology</li> </ol>	<p>Bonjour infirmières praticiennes,</p> <p>Nous vous prions d'annoncer que vous pourrez maintenant utiliser eConsult.</p> <p><b>En quoi consiste la consultation électronique (eConsult) ?</b></p> <p>eConsult est une consultation électronique entre un fournisseur de soins primaires et un spécialiste. Une eConsult a lieu lorsqu'un fournisseur de soins primaires envoie une demande de conseil non urgente à propos d'un patient, à un spécialiste sur une plateforme web sécurisée (CyberSantéNB). eConsult permet au fournisseur de soins primaires, qui continue de gérer les soins au patient, d'obtenir des conseils. Celle-ci pourrait éviter d'engendrer une consultation inutile en personne. S'il s'avère qu'une consultation en personne est nécessaire, le renvoi pour cette consultation se déroulera de façon habituelle dans votre région.</p> <p>La question peut être simple ou complexe, selon l'évaluation initiale du fournisseur de soins primaires. Il sera possible de joindre des photos ou des documents, au besoin, pour aider le spécialiste à répondre à la question (p. ex., photo d'une lésion cutanée).</p> <p>Présentement, il y a 11 spécialités offertes par le programme eConsult.</p> <ol style="list-style-type: none"> <li>1. Dermatologie</li> <li>2. Orthopédie</li> <li>3. Gériatrie</li> <li>4. Gestion de la douleur chronique</li> <li>5. Obstétrique et gynécologie</li> <li>6. Gestion de la dépendance aux opioïdes</li> <li>7. Neurologie</li> <li>8. Psychiatrie</li> <li>9. Pédiatrie</li> <li>10. Endocrinologie</li> <li>11. Gastroentérologie</li> </ol>
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### 36.3 Appendix C – How to set up eConsults

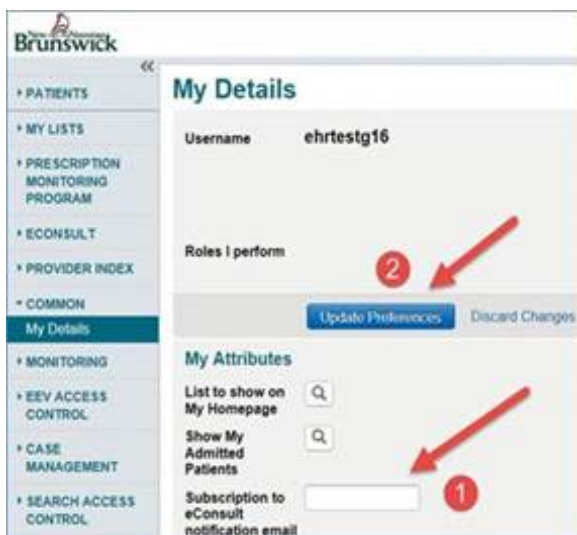
eConsult / Consultation électronique (DH/MS) <[eConsult@gnb.ca](mailto:eConsult@gnb.ca)>

You can set up email notifications through the Health Portal/EHR as follows:

#### NOTIFICATIONS

To register for notifications:

- To opt-in to notifications, login to eHealthNB at: <https://hps.gnb.ca/>
- Select *Common* on the EHR home screen, then select *My Details*.
- Under the *My Attributes* section, enter your email of choice, click *Update Preferences* (see screenshot below).



## 36.4 Appendix D – EMP Process and Referrals



On Feb. 3, we are changing the way extra-mural patients get referred to the care of the provincial EMP.

That is the day we are unveiling the Extra-Mural Program Care Coordination Centre (EMPCCC), a new virtual centre where all referrals to EMP from hospitals and the community are sent, received and processed under this single new entity.

No longer will physicians, nurse practitioners, community services and agencies and patients and their families have to reach out directly to one of the 27 EMP units across the province to access a referral to EMP.

As of Feb. 3, there is one intake, the new EMPCCC. All referrals will be sent, received and processed to and by the new Centre. This will ensure timely and equitable access for all New Brunswickers to the Extra-Mural Program. It will also ensure a seamless transfer of care from the referral source – whether a physician, a community agency or a family member – to the appropriate community services for the patient.

This intake will be done by Liaison Nurses, either current hospital Liaisons or Liaisons from the Care Coordination Centre. They will assess the patient's needs and coordinate initial services before passing on the referral to the appropriate EMP unit to begin service for the patient.

The new Care Coordination Centre will also operate extended hours – Monday to Friday 8 a.m. to 8 p.m. and Saturday and Sunday 8 a.m. to 4 p.m.

Patients will be referred using a new Referral Request for Service form – which is now available electronically at [extramuralnb.ca/en/contact](http://extramuralnb.ca/en/contact) (with links to the form on our site on Horizon's Skyline page or Vitalité's Boulevard page, their intranets) that can be submitted by printing the form and faxing to 506-872-6601 or by emailing to [EMPCC@Medavienb.ca](mailto:EMPCC@Medavienb.ca).

The creation of the new Care Coordination Centre is a significant step forward in providing a better experience for the patient by facilitating a seamless transfer of care from the referral source to the appropriate community services for that patient.

We greatly appreciate your cooperation in ensuring the success of this initiative.

For more information or if you have any questions, please call 1-844-982-7367 (PEMP) or email [EMPCC@Medavienb.ca](mailto:EMPCC@Medavienb.ca)



Ginette Pellerin  
Vice President, Extra-Mural Program

## 36.5 Appendix E – Emp Care Coordination Centre



New Brunswick Extra-Mural Program  
Programme extra-mural du Nouveau-Brunswick

210 John Street, Suite 101, Moncton, NB E1C 0B8  
Telephone: 1-506-872-6500 Toll-free: 1-888-862-3111  
210, rue John, bureau 101, Moncton (Nouveau-Brunswick) E1C 0B8  
Réception : 1-506-872-6500 Sans frais : 1-888-862-3111

### Communication to physicians, nurse practitioners and other partners

#### **What is the EMP Care Coordination Center (CCC)?**

It is a Virtual Centre where all referrals to EMP, both from hospitals and community, are sent, received and processed under one entity. The EMP Care Coordination Center (CCC) will ensure timely and equitable access for all New Brunswickers to the Extra-Mural Program. It will also ensure a seamless transfer of care from the referral source to the appropriate community services for the patient.

#### **Why the change?**

Currently requests for EMP referrals come from hospitals, physicians and nurse practitioners, community agencies and services as well as other sources including family members. Over time, there have been inconsistencies in how patients qualify and are referred to the program creating an inequitable access to the program across the province.

#### **What happens to my Request for Service once sent to the EMP Care Coordination Centre?**

The referrals are given to EMP Liaison Nurses who assess patient needs and coordinate initial services before passing on to the appropriate EMP unit to begin service for the patient. If EMP services are not appropriate, the EMP Liaison nurse will help patient/caregiver connect with alternative services to meet the needs. Communication to the referral source will then be provided.

#### **Who is it for?**

All referral sources in hospital and community: physicians, nurse practitioners, different community services or agencies and patients or family members.

#### **What are the benefits for the patients?**

A holistic assessment to identify appropriate care for the patient, access to timely, safe and comprehensive service, care coordination as well as support to the patient to navigate Health Care System and Services if patient requires alternate services.

#### **What are the benefits for the Referral Sources?**

- *New Referral Request for Service Form* contains much of the same fields as previous referral form
- Easy to complete online or on paper, using check boxes and text
- One place to send Referral Requests (the Care Coordination Centre)
- Do not need to worry about which EMP unit is appropriate based on where patient lives
- Extended hours for enhanced access from all partners
- Standardized and equitable access to EMP when referring in different parts of the province
- Support for hospitals' discharge planning – open seven days a week and evenings
- Support to hospital where there is no Liaison Nurse or liaison nurses after hours

#### **Where can I get access to the new Referral Request and how to proceed?**

- Find the form on
  - The Extra-Mural Program's Public Website at [extramuralnb.ca/en/contact](http://extramuralnb.ca/en/contact)
  - Horizon Regional Health Authority - Skyline
  - Vitalité Regional Health Authority - Boulevard
- Complete the form electronically or manually
- Completed forms can be printed and faxed to 506-872-6601, emailed to [EMPCC@Medavienb.ca](mailto:EMPCC@Medavienb.ca), the central email box of the EMP Care Coordination Centre

### 36.6 Appendix F – Nurse Practitioner (NP) Organizational Chart

