Rapid Access Clinics (RACs): Providing Ontarians with Timely Access to High Quality Integrated Musculoskeletal (MSK) Care

With a focus on hip and knee arthritis and certain types of low back pain, Rapid Access Clinics (RACs) across Ontario are helping people quickly access care.

Why does Ontario need to improve access to MSK care?

1 in 3 Adults are affected by arthritis or other musculoskeletal (MSK) conditions

Long wait times exist to access surgeons

>37% of MRIs in the province are ordered for MSK conditions – the vast majority of these are not needed

Lack of timely access to treatment results in unnecessary opioid prescriptions

More than 50 Rapid Access Clinics are now accessible across Ontario, resulting in care that is:

- **Accessed faster**: Patients are seen at a RAC within four weeks and are provided with a plan for appropriate treatment and follow-up care.

- **Delivered appropriately and efficiently**: Patients are assessed by a health care provider with specialized training in their condition. Surgeons receive referrals for patients appropriate for consultation so patients don’t wait unnecessarily and surgeons’ time is optimized.

- **Patient-centred**: Patients are involved in the development of their treatment plans, with personal preferences taken into account.

Rapid Access Clinics Provide the Right Treatment, Faster

RACs use a central intake model to streamline the referral process across the continuum of MSK care.

- **Appointment**: The patient will get an appointment in a RAC within four weeks, with their preferences for location taken into account.

- **Assessment and Education**: The patient receives an assessment and education from a specially trained and regulated health care professional.

The RAC and primary care provider have an ongoing feedback loop to share information about the patient.

Contact your primary care provider for more information.

The spread of Rapid Access Clinics for Musculoskeletal Care across Ontario was supported through ARTIC, a partnership between Health Quality Ontario and the Council of Academic Hospitals of Ontario, that accelerates the spread of proven health care across Ontario.

This project was funded by ARTIC from 2017 to 2019.