



**VON Nurse Practitioner Clinics** provide comprehensive primary health care to people of all ages.

### **Nurse Practitioner Clinics Overview**

VON Nurse Practitioner Clinics provide comprehensive primary health care to people of all ages. Clinics are staffed by nurse practitioners (NPs)—advanced practice registered nurses with additional education and skills.

NPs diagnose and treat acute and chronic illnesses, order and interpret tests, prescribe medications and perform medical procedures. They provide comprehensive care that promotes physical, psychological and social wellness. NPs can also refer patients and their families to other providers and services that are important in the management of their health conditions.

### **Who do Nurse Practitioner Clinics serve?**

Nurse Practitioner Clinics provide comprehensive primary health care to people across the lifespan. VON NP Clinics currently provide care to 8,500 Ontarians. Clients may call the clinics directly to apply to become a patient. There may be a waitlist for some clinics.

### **What are the benefits of Nurse Practitioner Clinics?**

- VON NPs provide comprehensive primary health care with a focus on health promotion and prevention.
- Nurse Practitioner Clinics provide primary health care to clients of all ages.
- NPs work with clients to help them maintain the best level of health possible while respecting their individual wishes and preferences.
- Nurse Practitioner Clinics improve access to primary health care for clients in rural and underserved areas.
- Time is reserved for urgent care appointments for registered clients, helping to reduce the need for emergency department visits and ease the load on hospitals.

## What do clients think of Nurse Practitioner Clinics?

Patient satisfaction surveys show the following\*:

- 99% overall client satisfaction
- 99% say they would recommend VON Nurse Practitioner clinics to others

\*May 2022 surveys collected



“ I have been a patient here for over five years. I have always had such great care. From the minute a call is made to the clinic, the receptionist is very kind and caring and ready to help. My nurse practitioner is very thorough, taking the time to explain any issues. I am never rushed. I always feel like I'm listened to. My experience was great, before COVID and after. I am so thankful that I am a patient here. ”

- Barb N.  
VON NP Clinic client

## About VON

VON is a highly trusted charity that delivers home care and community support services to more than 10,000 people in Ontario and Nova Scotia every day.

Together with our employees, our volunteers and our clients and their families, we help our clients stay healthy, live well and remain active. The innovative clinical, personal and social supports we provide keep our clients living in the safety and comfort of their own homes and communities —where they want to be.

VON is accredited with Exemplary Standing by Accreditation Canada.

## Our Values

- **Respect** – we support others honestly, openly and fairly.
- **Compassion** – we listen and serve with sensitivity, empathy and concern.
- **Excellence** – we commit to everyday improvement in all that we do.



Not all services are available at all VON sites. For more information and services available in your area, please contact your local VON office or visit [www.von.ca](http://www.von.ca)



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