

RAPID ACCESS ADDICTION MEDICINE (RAAM) CLINIC

Information sheet for clients

You have been referred to this service because you may be experiencing difficulties related to **alcohol and/or opioid use**. The RAAM team will discuss with you how we can help you reduce the harm associated with your substance use. Depending on your goals, the team may offer brief counselling, provide medication, and/or connect you with community resources and supports.

NEW! Access to the RAAM Clinic has changed in response to COVID-19:

- Due to current COVID-19 infection prevention measures, individuals are not able to “walk-in” to the RAAM clinic at this time.
- We want to make access to the RAAM clinic easy for you. You can now connect with us in two ways:
 - You can connect with our RAAM clinic team “virtually” through our digital front door by “checking in” at theroyal.accessRAAM.ca during our clinic hours. You will need a device with a camera that is connected to the Internet (e.g. a mobile phone, computer, or tablet).
 - You can also connect with our RAAM clinic team by calling 613-722-6521 ext. 6508 during clinic hours.

The RAAM Clinic is open Monday-Friday and closed on statutory holidays. You can find our clinic “check-in” hours on our website at theroyal.accessRAAM.ca

QUESTIONS?

Call **613-722-6521 ext. 6508** for more information.



IF YOU ARE ASKED TO COME IN PERSON

Please do not go to the RAAM Clinic in person unless you are asked to come by a RAAM team member.

WHERE DO I GO?

The Royal Ottawa Mental Health Centre, 1145 Carling Avenue, Ottawa. Once you arrive you will be greeted by The Royal's screening team, then a member of the RAAM Clinic will be contacted to bring you to the clinic.

HOW DO I GET THERE BY BUS?

OC Transpo bus numbers 85, 80, and 55 stop on Carling Avenue in front of The Royal.

WHAT SHOULD I BRING?

- Your Ontario Health Card, prescription medications, or a list of your medications if possible.
- A family member, friend or support worker may drive you to your appointment however due to current COVID-19 restrictions **only clients may be present in the clinic area itself**. Your family member, friend, or support worker can join your appointment “virtually.”