

APPENDIX B:

Frequently Asked Questions

WHAT IS MY LOCAL PRIMARY CARE NETWORK?

There are five Primary Care Networks with offices across PEI. Each network has a team of health care professionals (e.g., family doctors, nurse practitioners, nurses, diabetes educators, etc.) Even if you don't have a family doctor – or your family doctor is not part of a Network – you are still able to access help at these offices for quitting smoking.

KING'S PRIMARY CARE NETWORK

Eastern King's Health Centre Telephone: (902) 687-7033
7 Green Street, Souris, PE, CoA 2B0

Montague Health Centre Telephone: (902) 838-0830
407 MacIntyre Avenue, Montague, PE, CoA 1R0

QUEEN'S EAST PRIMARY CARE NETWORK

Polyclinic Telephone: (902) 620-3260
199 Grafton Street, Charlottetown, PE, C1A 1L2

QUEEN'S WEST PRIMARY CARE NETWORK

Four Neighborhoods Health Centre Telephone: (902) 569-7772
152 St. Peter's Road, Charlottetown, PE, C1A 5P8

Cornwall Medical Centre Telephone: (902) 566-2117
401 Trans-Canada Highway, Cornwall, PE, CoA 1H0

Central Queens Health Centre..... Telephone: (902) 621-3050
4276 Hopedale Road, Hunter River, PE, CoA 1N0

Gulf Shore Health Centre..... Telephone: (902) 963-7835
7379 Cavendish Rd - Rte. 6, North Rustico, PE, CoA 1X0

EAST PRINCE PRIMARY CARE NETWORK

Kensington Health Centre Telephone: (902) 836-0180
55 Victoria Street, Kensington, PE, CoB 1M0

Harbourside Health Centre Telephone: (902) 432-2600
243 Heather Moyses Drive, Summerside, PE, C1N 5R1

Evangeline Health Centre Telephone: (902) 854-7259
48 Mill Road, Wellington, PE, CoB 2E0

WEST PRINCE PRIMARY CARE NETWORK

Tyne Valley Health Centre Telephone: (902) 831-5800
6905 Rte 12, Tyne Valley, PE, CoB 2C0

O'Leary Health Centre Telephone: (902) 859-3929
14 MacKinnon Drive, O'Leary, PE, CoB 1V0

Alberton Health Services Telephone: (902) 853-0403
c/o Western Hospital, 148 Poplar Street, Alberton, PE, CoB 1B0

WHY DO I HAVE TO SEE A PRIMARY CARE NURSE TO ACCESS NRT?

You can get NRT products over-the-counter at a pharmacy. However, it is best to talk to a health care provider before using NRT, especially if you take any medications or have other health issues (such as diabetes, high blood pressure, or breathing problems). Your health care provider will consider these factors and create a Cessation Action Plan that meets your needs.

HOW DO I GET MY NRT?

Visit your local pharmacy and give them your Cessation Action Plan.

WHAT IF I CAN'T GET TO A PHARMACY TO PICK UP MY NRT?

If your local pharmacy does not provide delivery services, you could call another pharmacy that offers delivery.

HOW MUCH COVERAGE DO I GET EACH YEAR?

You get up to 12 weeks in a row of coverage for one NRT product or prescription medication each year (from the date you entered the program). You must pick up all your refills of NRT or prescription medication by the end of your 12 weeks of coverage.

HOW MUCH MEDICATION CAN I GET AT A TIME?

Medication will be given out on the **PEI Smoking Cessation Program** schedule. At your first visit to the pharmacy, you will get a 2-week (14-day) supply of NRT or prescription medication. At your next two visits, you will get a 4-week (28-day) supply. At your final visit, you will get another 2-week (14-day) supply to complete your course of treatment.

WHEN DO YOU START COUNTING THE 12 WEEKS OF TREATMENT?

The 12-week course of treatment starts the day you pick up your first 2-week (14-day) supply of NRT or prescription medication.

CAN I START TREATMENT, STOP FOR A COUPLE OF MONTHS AND THEN START AGAIN?

No. Research shows that people are more likely to quit smoking if they stick to a 12-week continuous course of treatment. For this reason, the **PEI Smoking Cessation Program** only covers a single continuous course of treatment (12 weeks in a row). Islanders are encouraged to complete the full 12 weeks of treatment to improve their chances of quitting.

HOW DO I GET REFILLS OF MY PRESCRIPTION MEDICATION?

If your primary care provider gave you a prescription for the full 12-weeks, simply visit your pharmacy to get your refills. If your primary care provider wrote you a prescription for a shorter course of treatment (e.g., 8-weeks), you will need to visit them again to see if you need more medication.

DO I HAVE TO RETURN TO THE SAME PHARMACY FOR MY NRT OR PRESCRIPTION REFILLS?

It is best to go to the same pharmacy for refills during the course of your quit attempt. Consistent follow-up and ongoing relationships with health care providers, including pharmacists, have been shown to help people quit successfully. However, if needed, you can pick up your NRT or medication refills at any pharmacy in PEI.

I STOPPED TAKING MY NRT/MEDICATION PARTWAY THROUGH MY 12-WEEK COURSE OF TREATMENT. CAN I START UP AGAIN AT A LATER DATE?

Once you get your first supply of NRT or fill your first prescription, your 12-week coverage period begins. You need to pick up all 3 refills of your NRT or medication before the end of the 12 weeks. After 12 weeks, you will not be eligible for coverage until the next year.

I HAD A REACTION TO MY NRT / MEDICATION. WHAT SHOULD I DO?

NRT and prescription medications can have side-effects: some are mild, while others are more serious. If you experience a mild reaction, discuss it with your primary care provider or pharmacist, or call 811 for advice; if the reaction is serious, call 911.

SWITCHING FROM ONE TREATMENT OPTION TO ANOTHER

If you want to switch to a different treatment option, you must discuss it with a Primary Care Network nurse, who will consult with the **PEI Smoking Cessation Program Coordinator**. Situations will be looked at on a case-by-case basis. If approved, you can start a new course of treatment. Otherwise, you must wait until the next year to be eligible for more coverage.

CAN I SUPPLEMENT MY NRT OR MEDICATION WITH ANOTHER NRT PRODUCT?

The **PEI Smoking Cessation Program** provides coverage for a single continuous course of one NRT product or prescription medication each year. Anyone who wants to use additional NRT products (e.g., short-acting lozenges or inhalers) must pay the costs themselves.

**I DON'T HAVE A FAMILY DOCTOR.
CAN I GET A PRESCRIPTION FROM
A PHARMACIST?**

PEI pharmacists can prescribe for many “minor ailments” including smoking cessation medications. However, in order to have the costs covered under the PEI Smoking Cessation Program, you must go through the intake process with a Primary Care Network nurse and get a prescription through a primary care provider (e.g., doctor or nurse practitioner).

**CAN YOUTH (UNDER 19 YEARS) TAKE
PART IN THE PEI SMOKING CESSATION
PROGRAM?**

If you are under 19 and interested in quitting smoking, contact your nearest Primary Care Network office to make an appointment with a nurse. The nurse will work with you to determine the most appropriate supports for you.

