

AN OBSERVATIONAL PILOT STUDY OF CARE DELIVERY IN THE NORTH BAY PARAMEDIC MOBILE CLINIC

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Introduction

This evaluation examined the activities, service delivery, and patient satisfaction associated with the Paramedic Mobile Clinic in North Bay. The mobile health care clinic was launched to improve access to care across the district, particularly for underserved and remote communities, and to support individuals without a family doctor. It was also intended to provide timely access to health care and mental health/addiction services, reduce hospital wait times, and provide a clearer understanding of key community needs and the role the clinic can play in meeting local health care needs.

Patient Profile

The clinic served mainly middle-aged adults, with the largest group in the 35–54 age range (39.1%), while the 18–34 and 55–74 groups were equally represented at 30.4% each. A majority of participants identified as women (58.3%). None of the patients were rostered with a primary care provider. In terms of living situation, 45.8% were unhoused, 33.3% were living with family, 16.7% lived alone, and 4.2% were in assisted living.

Health & Visit

Most individuals were not recurring patients (56.5%), while 43.5% had visited the service more than once. The main health issues were injuries (26.1%), chronic conditions (21.7%), and wound care needs (17.4%). Some participants had overlapping concerns, especially chronic conditions combined with wound care and injury combined with wound care. Vital signs were recorded for 26.1% of patients. Most patients reported taking their medications consistently.

Reason for Visit, Clinical Assessment.

- Wound-related concerns were the most frequent reason for visit.
- Common care included wound assessment, cleaning, dressing, infection monitoring, vital sign checks, and injury assessment.
- More serious cases were advised or referred to hospital care.
- Guidance focused on wound care, infection signs, injury prevention, medication and blood pressure monitoring, diabetes education, and community referrals.
- Wound care was the primary service need.

Methodology

- Six-week pilot beginning October 22, 2025
- 24 patients observed through the Paramedic Mobile Clinic
- Data collected on patient profile, health and visit context, services provided, social and environmental factors, follow-up/referrals, and patient satisfaction
- The evaluation examined the type, frequency, and efficiency of services provided and patients' experiences of care

Social & Environmental Factors

Nearly half of participants (47.8%) reported not having access to a primary healthcare provider, while 43.5% indicated they did have access. A substantial proportion reported having no reliable transportation (30.4%) to medical appointments. Public transportation and support from family or friends were the most common alternatives. The majority of participants (70.8%) reported very limited social support.

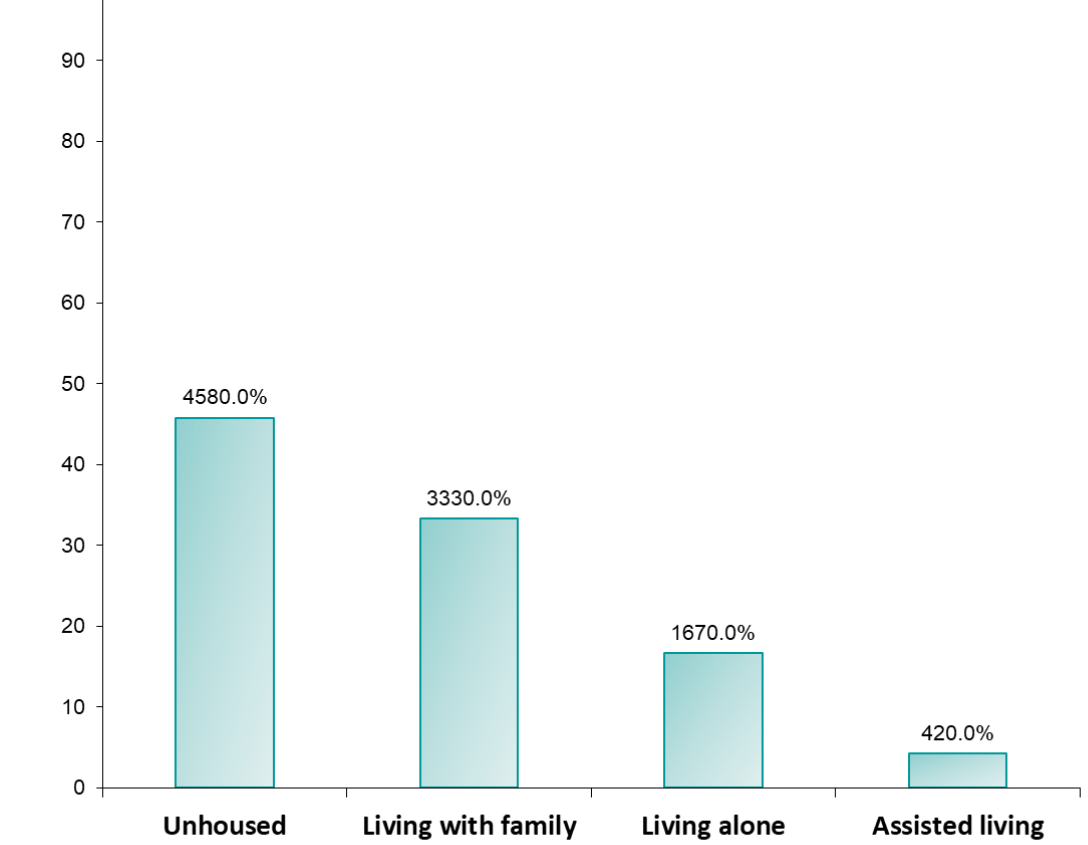
Follow Up & Referrals

Most referrals or resources provided during visits were related to healthcare services (77.8%). Referrals to pain management clinics and to social and mental health supports were much less frequent. More than half of patients (54.6%) required follow-up after their visit. The suggested next contact was most frequently a paramedic, physician, or emergency room/physician, showing a strong emphasis on continued medical follow-up.

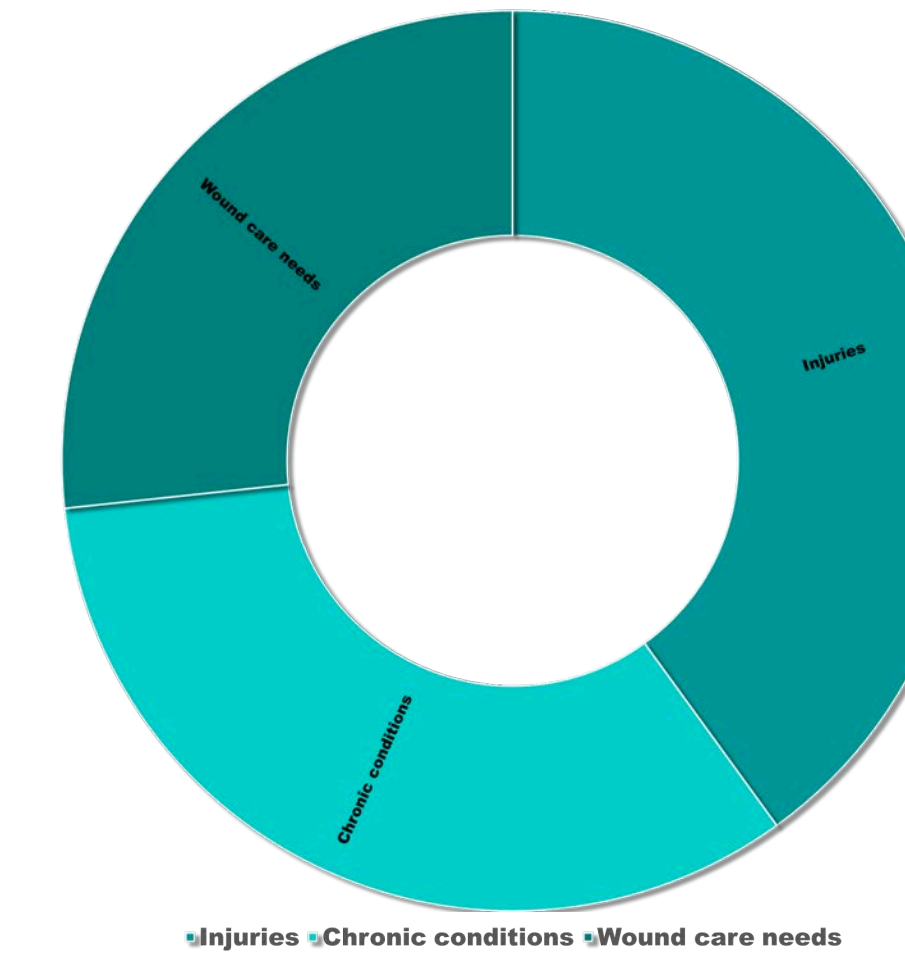
Overall Satisfaction, Comfort & Confidence

- 78.3% of participants were very satisfied with the care or support provided.
- 100% reported that the experience was very convenient and comfortable.
- 65.2% felt definitely more confident managing their health after the visit, and 26.1% felt somewhat more confident.
- Suggestions for improvement included more medical support packages, more wound care packages, and being available more days within the week.

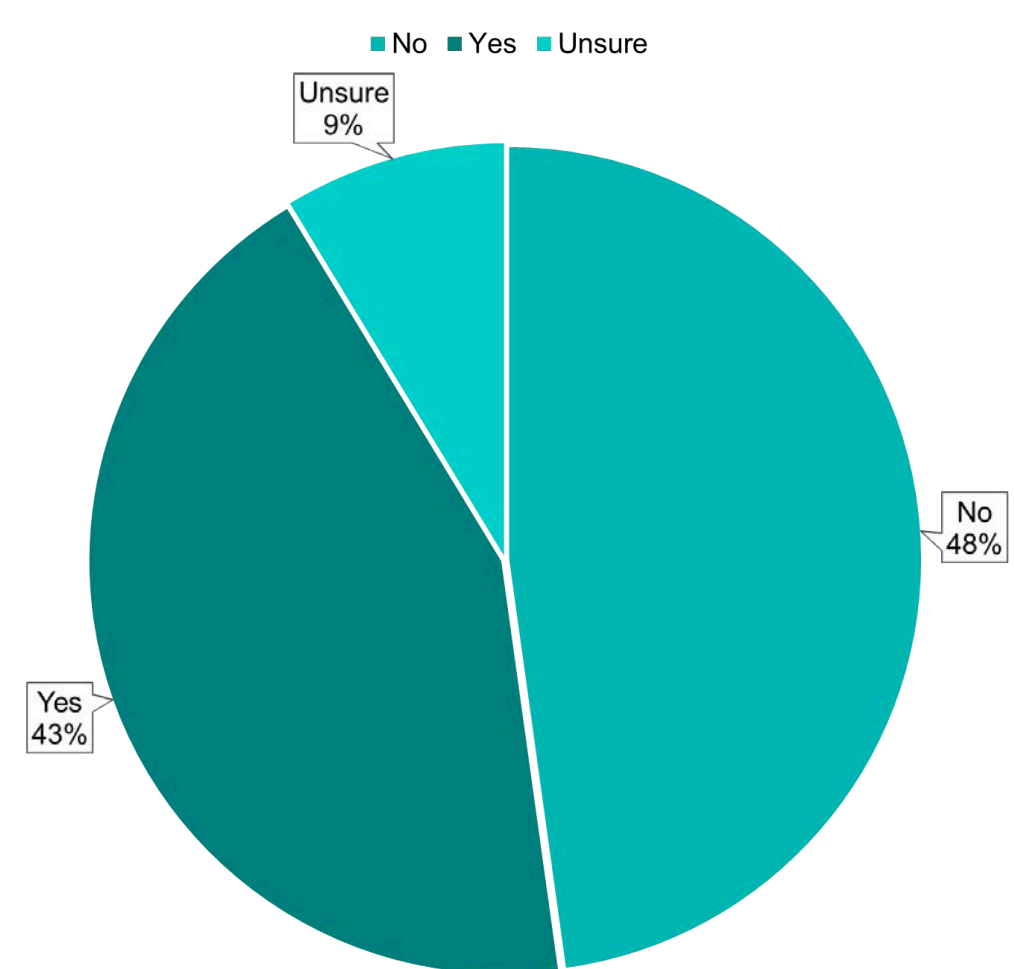
Living Situation of Participants



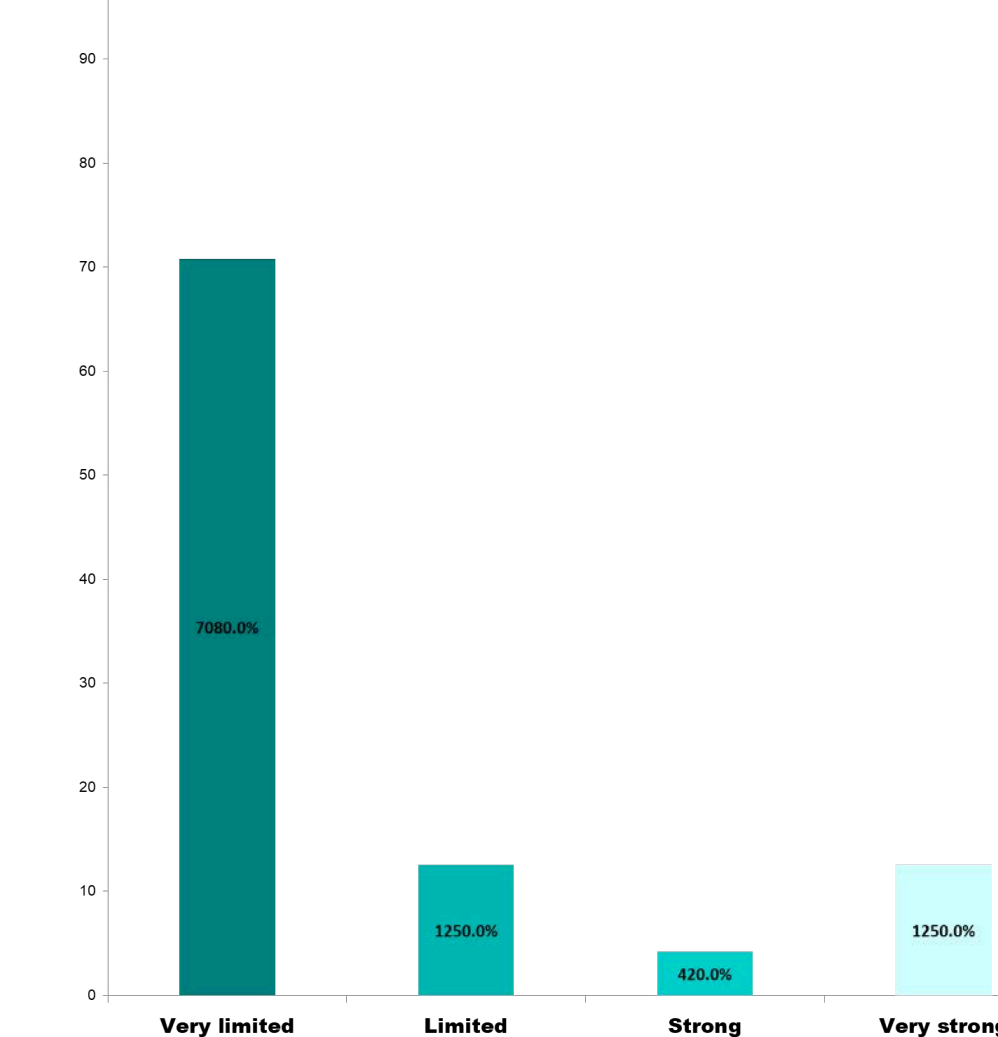
Main Health Issues Mentioned by Participants



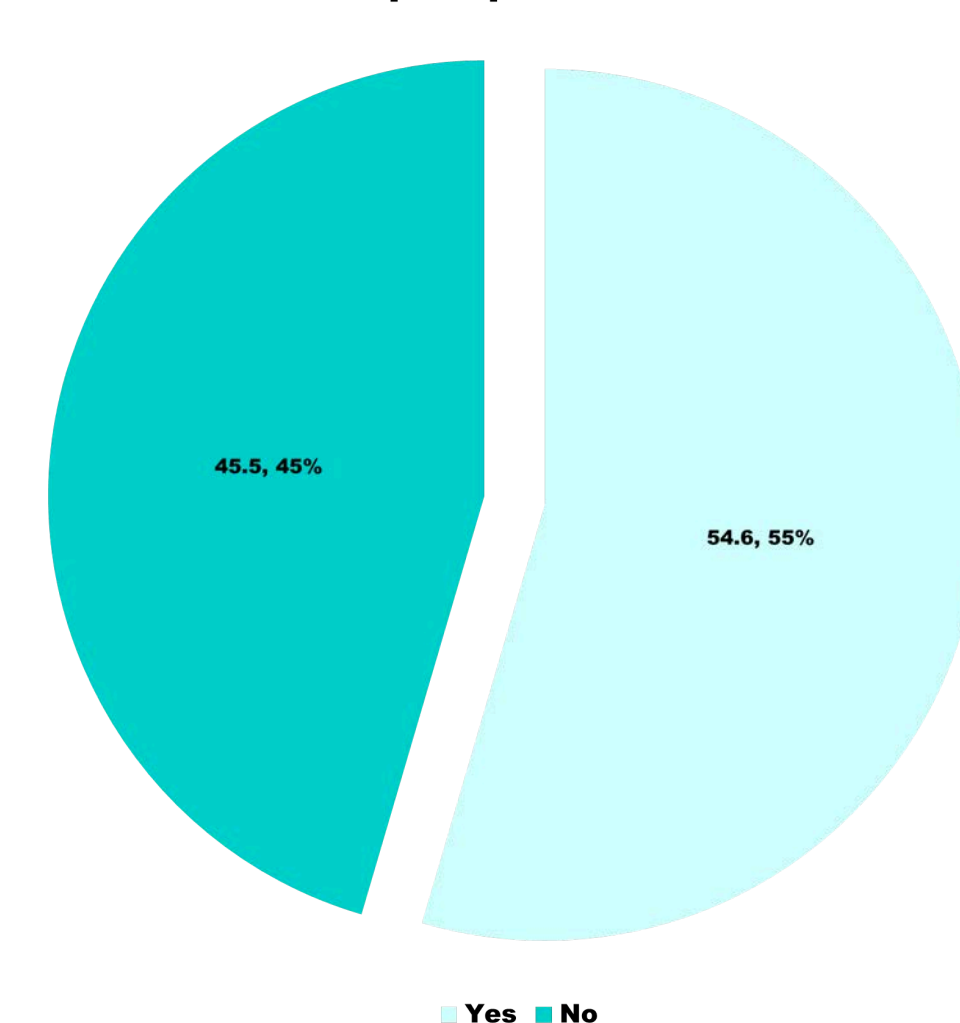
Access to Primary Healthcare Provider



Level of Social Support



Follow-Up Required After Visit



Overall Satisfaction with Care or Support

