



Comox Valley Physician **WELCOME PACKAGE**

:: LIVE :: WORK :: PLAY

*Orientation Information for
New Physicians to the Comox Valley*

Dec 2019

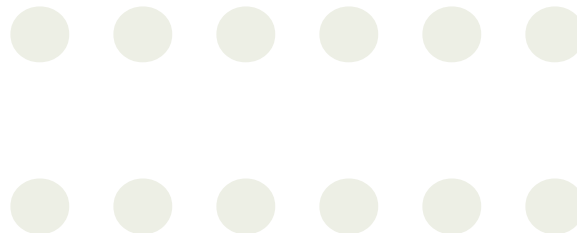




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WELCOME TO THE COMOX VALLEY!

The following is information you may find useful as a new Family Physician (FP) in the Comox Valley. The information in this guide is divided into three sections: Live, Work, Play. Information in this handout was compiled with the help of local GPs for GPs.

A little bit about the Valley...

The Comox Valley includes Courtenay, Comox (including a military base), Cumberland, the islands of Denman and Hornby, and a First Nations community. The population is estimated to grow from the current 63,895 to 87,185 (29%) by 2033, while the 75+ year old part of the population is estimated to grow at a much higher rate to 11,000 (94%) by 2033.

The Comox Valley is a destination community with one of the mildest climates in Canada offering year-round adventure from alpine skiing to deep sea diving, mountain biking to kilometers of shoreline for paddlers to explore. For more laid back activities, the Valley has year round festivals, a plethora of community events and plenty of live music.

Our Medical Community

In the community, as of 2019, there are 83 family physicians in 20 family practice clinics in the Comox Valley, including one clinic on the military base (which serves only military members), one on Denman Island, one on Hornby Island, and two full time walk-in clinics.



Our Hospital

Acute care is provided at the Comox Valley Hospital operated by Island Health. The hospital houses 153 acute care beds, including:

- 105 In-Patient beds
- 8 Intensive Care beds
- 10 Telemetry beds
- 9 labor, delivery, recovery, & postpartum (LDRP), and Aboriginal maternal health beds
- 6 Pediatric beds
- 11 Psychiatry and 4 Pediatric Intensive Care Unit beds
- Additional rooms/bays/procedural spaces include:
 - 6 Operating Rooms
 - 18 Surgical Daycare bays
 - 13 Post-Anesthetic Recovery Rooms (PARR)
 - 5 procedure rooms
 - 7 Chemo bays
 - 7 Medical Daycare bays
 - 31 Emergency bays/rooms
- University of British Columbia (UBC) academic teaching space

About the Comox Valley Division of Family Practice

The Comox Valley Division of Family Practice, formed in April 2011, is a local non-profit society of community-based primary care physicians.

The Division gives local physicians an opportunity to work collaboratively with Island Health, the GPSC, and the Ministry of Health to identify health care needs in the local community and develop solutions to meet those needs.

The Division's goals are:

- To promote innovation and excellence in primary care
- To build and sustain effective inter-professional relationships
- To focus on the local community needs
- To focus on sustaining a healthy physician community

All local Family Doctors working in the Comox Valley, Denman Island, and Hornby Islands are welcome to join.

Visit our website to join and find out more:

www.divisionsbc.ca/comox-valley.

Benefits of Membership

Division membership includes the following:

- Free access to UptoDate - evidence-based clinical decision support tool
- Access to telephone interpretation services
- Pathways—a province-wide on-line tool for referring to other specialists
- Clinical Resource links relevant in our community
- Greater impact on the organization of local and regional health services
- Shared efforts for recruitment, retention and locums
- Enhanced professional collegiality
- Improved access to health authority and specialist services
- Discounted medical supplies from vendors

The following is information you may find useful as a new Family Physician (FP) in the Comox Valley. This information is provided "by local GP's for GP's". It is not meant to be comprehensive, but will help you get started working in our community. We have included some local health resource information and community information for your convenience.

:: WORK ::



Comox Valley

Division of Family Practice

A GPSC initiative

ACUTE CARE INFORMATION *Continued...*

Comox Valley Hospital

101 Lerwick Road, Courtenay, BC V9N 0B9

Phone: (250) 331-5900 ext. 65500

Website: <https://www.islandhealth.ca/our-locations/hospitals-health-centre-locations/north-island-hospital-comox-valley>

Site Director	Chief of Staff	Admin Support
Cathie Sturam	Dr. Phil Luke	Annette Moore ext. 65214

Privileges & Credentialing

◇ **For full privileges:**

Contact: Credentialing_Office@viha.ca

Visit the Island Health Medical Staff website for more information (<https://medicalstaff.islandhealth.ca/organization/medical-academic-affairs/credentialing-and-privileging>)

◇ **For PowerChart-only access:**

Contact: MOApowerchart@viha.ca

What is where in the Hospital:

Level 0

- | | |
|------------------|-------------------|
| ◇ Administration | ◇ MDRD |
| ◇ Health Records | ◇ Morgue/ Autopsy |
| ◇ Food Services | ◇ Staff Gym |

Level 1

- | | |
|---------------------------------|---|
| ◇ Central Registration | ◇ Wellness Outpatient Procedures |
| ◇ Emergency Medicine & Overflow | ◇ Ophthalmology Clinic |
| ◇ Outpatient Lab | ◇ Ostomy |
| ◇ Rehabilitation | ◇ Wound Care |
| ◇ Medical Imaging | ◇ Adolescent Outreach Services |
| ◇ Wellness Centre | ◇ North Island Eating Disorders |
| ◇ Medical Daycare | ◇ Psychiatric Collaborative Care Clinic |
| ◇ Cancer Care | ◇ Geriatric Specialty Services |
| ◇ Diabetes Education | ◇ Public Café |
| ◇ Outpatient Nutrition | |
| ◇ Telehealth | |
| ◇ Ophthalmology Clinic | |

Level 2

- | | |
|-------------------------------------|---|
| ◇ Obstetrics, Maternity, Pediatrics | ◇ UBC Dept of Family Medicine – Strathcona Site |
| ◇ ICU | ◇ Level 3 |
| ◇ Operation Rooms / Bookings | ◇ Medical / Surgical |
| ◇ Lab | ◇ Level 4 |
| ◇ Bio-Medical Engineering | ◇ MHSU – Inpatient |
| ◇ Doctors’ Lounge | ◇ Transitional Care Unit |
| ◇ UBC Simulation Lab | |

Level 3

- ◇ Medical / Surgical

Level 4

- ◇ MHSU – Inpatient
◇ Transitional Care Unit

Emergency Department Physicians

- | | | |
|-----------------------------------|-----------------|-------------------|
| ◇ Jennifer Laurence, Medical Lead | ◇ Phil Luke | ◇ Esther Stubbs |
| ◇ Albert Houlgrave | ◇ Lara Matemisz | ◇ Davina Kraubner |
| ◇ Charles Huisamen | ◇ Johan Nel | ◇ Louis Huisamen |
| ◇ Louise Young | ◇ Steve Jones | ◇ Catherine Hagen |
| ◇ Patricia Murphy | ◇ Sarah Scott | ◇ Sean Nixon |
| ◇ Aaron Fitzpatrick | | |
| ◇ Graeme Bock | | |

CVH Laboratory

- ◇ Open Monday-Friday 6:30am-5pm
- ◇ Open Saturday 9am-1pm
- ◇ Closed Sunday

Medical Day Care Booking

- ◇ For outpatient IV treatments, transfusions, etc. FP needs to fill out the MDC form
- ◇ Signed consent form required for blood transfusions

Medical Imaging

- ◇ CT & x-ray scan
- ◇ Nuclear Medicine
- ◇ Ultrasound
- ◇ Breast Imaging (booking)
 - ⇒ Hospital Outpatient X-Ray hours Mon-Fri 7:30am-6:30pm; Sat 8am-4pm; Sun & Holidays Closed
 - ⇒ Private MRI scanner (Comox Valley MRI)
 - ⇒ Public MRIs done in Comox Valley Hospital

Rehabilitation

Hospital Physiotherapy / Occupational Therapy

- ◇ Order “REHAB TO ASSESS” for inpatients. This will allow the team to assess patient’s therapy needs and assist with discharge planning.
- ◇ OT is available for patients with arthritis, CTS, tendinitis and tendon injuries, walker boots, braces and splinting etc. (not for spine or knee braces – use community orthotist).
- ◇ Outpatient physio available for knee and hip replacements.
- ◇ Outpatient OT available for hands and stroke treatment.
- ◇ **Post-stroke Rehab Unit** - is at Nanaimo Regional General Hospital. Complete Referral form.

COMMUNITY MEDICINE—Medical Officer of Health

- Dr. Charmaine Enns (250) 331-8591

UBC Dept of Family Medicine

The Strathcona Site is our local Family Medicine Residency teaching site. Residents are placed with preceptors in the Comox Valley and Campbell River and are involved in Comox Valley Hospital care.

Director: Dr. Peter Gee | **Coordinator:** Pam Blake pam.blake@familymed.ubc.ca

ACUTE CARE INFORMATION *Continued...*

Information Technology and Support

Island Health Intranet is the source for much hospital info, e.g. GP / House Doctor /Specialist call schedules, pharmacy information, etc. Login obtained through Medical Admin upon approval of hospital privileges.

The Intranet can be accessed through Cerner “Powerchart” or through an Internet Explorer while at the hospital or remotely. <https://intranet.viha.ca/nihtransition/Pages/default.aspx>

Pharmanet

Provincial medication database administered by MoHS. Lists all patient medications dispensed by BC Pharmacies.

Psychiatry

Includes both in-patient and out-patient services and has a strong liaison with Island Health Mental Health and Substance Use (MHSU) Services in the community.

Includes psychiatrists specializing in geriatric, adult and child and adolescent care as well as general practitioners with sub-specialties in psychiatry.

PICU (Psychiatric Intensive Care Unit)

For patients detained under the Mental Health Act in secure conditions, who are in an acutely disturbed phase of a serious mental disorder which does not allow safe management in a general open acute ward.

Adult Outpatient Services

Wellness Center, Comox Valley Hospital.

Adult Group Therapy Program (AGTP)

The Adult Group Therapy Program (AGTP) is for adults 19 years of age and older. The AGTP serves those struggling with mood disorders, anxiety disorders, personality disorders, trauma, chronic pain, grief and loss and interpersonal difficulties. The AGTP is primarily a group program with 1:1 support offered as needed. The interdisciplinary team includes Nurses, Psychiatric Nurses, Social Workers, Occupational Therapists and Clinical Counsellors as well as a consulting Psychiatrist.

Adolescent Outpatient Services

Located in the Wellness Centre, this service provides individual and family therapy and education, to prevent or shorten time spent in the Inpatient Psychiatric Unit. It is for clients 14 to 18 years of age requiring assessment and treatment of psychiatric disorders such as depression, anxiety, eating disorders, or thought disorders. The service can provide psycho-education, counseling, and therapy to adolescents and their families.

The therapeutic team includes registered nurses and or registered psychiatric nurses, and consulting psychiatrists. The service offers a 6 session stress and depression management group in conjunction with the Ministry for Children and Families.

Addiction Services

Contact Mental Health & Addictions Services - North Island, 941 England Ave, Courtenay, BC. V9N 2N7.

The group program is offered for people 19 years and older to introduce them to available services and supports.

Rapid Assessment Discharge Unit (RADU)

An observation where patients with short expected stays (<24 hours) are actively managed to improve discharge times using Island Health’s standardized RADU clinical order sets for all patients. The patients are managed by an ED physician during the evening/overnight period, with a physician managing the day-time hours.

Hip & Knee Centre

The clinic is a central referral point. No surgeons work in the clinic directly. Patients are assessed by the Nurse Navigator and a PT. The clinic sees hip-Arthroplasty and knee-Arthroplasty both elective only.

The clinics DOES NOT see Emergent/Urgent, WCB, Revision of Previous Replacements, Non-surgical (injections, bracing, interventions or arthroscopies, Paediatric Patients, nor patients with chronic or genetic conditions with existing relationship with a specific



- ◆ There is a hospital policy regarding avoiding dangerous abbreviations
- ◆ Blood Transfusions - Signed consent form required
- ◆ Post-stroke Rehab Unit is in Nanaimo Regional General Hospital. Complete Referral form.

COMOX VALLEY CLINICS — Family Practice

Courtenay

Cottage Medical

559 6th Street
 Phone: 250-338-1391 | Fax: 250-338-2385
 - Kimberly Cameron - Nancy MacPherson
 - Stephen Matous - Laxman Pradhan

Courtenay Medical Associates

1350 England Ave
 Phone: 250-334-4411 | Fax: 250-338-1245
<http://www.cmassociates.ca/>
 - Amitabh Bakshi - Peter Gee
 - Graham Hatlelid - Desmond Konway
 - Jonathan Reggler - Adam Thompson
 - Rishad Usmani

Courtenay Medical Clinic

788 Grant Ave
 Phone: 250-334-2445 | Fax: 250-334-2642
 - Tanja Daws - Olga Lamykina
 - John Law - Robert (Darryl) Macleod
 - Kevin Swanson

Crown Isle Clinic

300-444 Lerwick Road
 Phone: 250-338-1333 | Fax: 250-338-0605
<http://www.thecrownisleclinic.com/>
 - James Ingrey - Sharmeen Mazaheri
 - Karen Nishio- Lucia Ma
 - Sand Russell-Atkinson

Fifth Street Family Practice

519G 5th Street
 Phone: 250-338-2182 | Fax: 250-703-1431
 - Andre Brais - Janet Green
 - Rachel Mckenzie - Nancy McFadden

Ginger Goodwin Medical Clinic

Unit 19, 1599 Cliffe Avenue
 Phone: 250-871-3626 | Fax: 778-647-2003
NOTE: Will be relocating to Cumberland early 2020
 - Alsoon Brine - Stephen Fox
 - Lindsay Stephenson - Charuka Maheswaran

Southwood Medical

1700-2751 Cliffe Avenue
 Phone: 250-334-2212 | Fax: 250-334-2213
<http://www.southwoodmedical.ca/>
 - Laura Bell - Kirsten Emmott
 - Asmaa Abdulkader - Adewale Ganiyu

Wave Crest Medical Clinic

106-382 Lerwick Road
 Phone: 250-871-3411 | Fax: 250-871-3415
<http://www.wavecrestmedicalclinic.com>
 - Scott Mankletow - Sara Sandwith
 - Suzanne Watters - Itta Winter

Courtenay Continued...

ValleyCare Medical (250) 331-0500

Unit E, 310, 8th Street
 Phone: 250-331-0500 | Fax: 250-331-0553
[Website: http://valleycaremedical.ca/](http://valleycaremedical.ca/)
 After hours walk-in/urgent care: Washington Park Medical Clinic
 - Marcus Langhans - Tyler Falk
 - Samantha McRae - Stuart Gray
 - Janice McLaughlin - Marika Galik
 - Stephen Nap - Janice McCallum
 - Matt Robertson - J. Fortier & M. Gagnon, NPs

Comox

Comox Medical Clinic

Suite 100-1695 Comox Avenue
 Phone: 250-339-2266 | Fax: 250-339-0985
<http://www.comoxmedicalclinic.com/>
 - Doug Anderson - Dustin Falk
 - Brad Harris - Ed Howard
 - Michael Neufeld - Tsveta Nikova
 - Rick Potter-Cogan - Maria Smit

Highland Medical Clinic

Suite 107C-1966 Guthrie Road
 Phone: 250-890-0919 Fax: 250-890-0929
 - Jennifer Cortez - Daria Davyduke
 - Carol Galway - Patricia Johnson
 - Glenn Kisman - Johann Nel
 - Trevor Shoesmith - Theresa Wilson

Port Augusta Family Practice

Units 5&6, 215 Port Augusta St, Comox
 Phone: 250-941-1194 | Fax: 250 941 1193
<https://www.portaugustaclinic.com/>
 - Dani Hawley - Alex Nataros
 - Sarah Olson - Ewan Roddie
 - Rachel Drury

Sea Cove Medical Clinic

201-1757 Beaufort Avenue, Comox
 Phone: 250-339-5335 | Fax: 250-339-1898
<http://www.seacovemedicalclinic.com/>
 - Bonnie Bagdan - Eva Hemmerich
 - Jonathon Kerr - Stacey Hoselton
 - Carol Ostry

Town Circle Medical

101B -1771 Comox Avenue, Comox
 Phone: 250-339-5780 | Fax: 250-339-5785
 - Lissa Bensen - Colin Bullock
 - Dan Wainberg - Lauren Baerg

White Wave Medical Clinic (250) 941-3344

202-1757 Beaufort Avenue, Comox
 Phone: 250-941-3344 | Fax: 1-888-797-4695
<http://www.whitewavemedical.com/>
 - Genevieve Allen - Annalaine Grobler
 - Daniel Lewis



◆ Family Physician and other specialist on-call schedules can be found on the Island Health intranet under Clinical Resources. Log on is required.

COMOX VALLEY CLINICS

Denman Island

Denman Island Clinic

3351 Piercy Road, Denman Island
 Phone: 250-335-2260 | Fax: 1-866-887-5719
<http://hornbydenmanhealth.com/medical-clinics/denman-clinic/>
 - Stephen Malthouse - Ron Wilson

Hornby Island

Hornby Island Community Medical Clinic

1855 Sollans Road, Hornby Island
 Phone: 250-335-3036 | Fax: 250-331-8632
 - Laura Chalfin - Barbara Froehner-Bulmer

Walk-in Clinics

Washington Park Medical Clinic

Superstore, 2nd Floor -757 Ryan Road, Courtenay
 Phone: 250-334-9241 | Fax: 250-897-0225
<http://www.walkinmedicalclinic.com>
 Note: Affiliated with Valley Care Medical Centre
 - Daniela Chifor - Shannon Jones
 - Shannon Marshall - Mandy Ruthnum
 - Alfredo Tura

Comox Valley Medical Clinic

3199 Cliffe Avenue, Courtenay
 Phone: 250-898-0202 | Fax: 250-334-1597
 Website: <http://www.jacknathanhealth.com/>
 - Paul Herselman - Louis Huisamen
 - Schalk Lombard - Megan Spring

Health Connections Clinic

A primary care clinic providing team-based health care for individuals of all ages who do not have a physician, and who have complex care needs, socio-economic needs, and challenges connecting to a medical clinic. Offers longer appointment lengths with multiple team members to better address complex needs.

Located in the Comox Valley Nursing Centre
 615 10th Street, Courtenay
 Phone: 250-331-8502
Phone for current hours

Pathways.ca is a... password protected, on-line specialist referral tool developed by physicians for physicians and their staff and provides:

- ⇒ referral information, including wait times, areas of expertise, accepting/not accepting patients status, contact information;
- ⇒ local and province-wide **community service listings**.
- ⇒ notification of specialist and clinic updates;
- ⇒ physician resources, patient info, referral brochures

Pathways is free for participating specialists and Comox Valley Division members.

COMOX VALLEY DIVISION INITIATIVES



Primary Care Network (PCN) & Patient Medical Home (PMH)

The Comox Valley is a first wave PCN community. At the same time, a project has launched to support PMH initiatives at the clinic level.

Perinatal Care Initiative

Through Shared Care's Partners in Care initiative, the Division is collaborating with Perinatal Services BC on an extensive project to assess maternity care needs in our area and create solutions to address some of the gaps. Contact Jacquie Kinney
jkinney@divisionsbc.ca

Mental Health Support In Primary Care

In partnership with Island Health, the Division supports the role of a Health Consultant (HC) in primary care clinics. The HC provides in-clinic coordinated care to low-moderate complex patients. For more information, contact Catherine Browne
cbrowne@divisionsbc.ca.

Residential Care Initiative (RCI)

Local family physicians who include long-term care in their practice can participate in the RCI which aims at improving patient and provider experience and reducing unnecessary hospital transfers. For more information, contact Lyndsey Jennings
ljennings@divisionsbc.ca.

Recruitment and Locum Coverage

The Division provides support to physicians with practice advertising, candidate support, and locum coverage efforts. Locum coverage requests are sent to local and out-of-town locums monthly. Support and coordination is offered for locum availability. Contact the Recruitment Coordinator for more information
comoxvalleyrecruitment@divisionsbc.ca.

Central Referral Mechanism (CRM)

The CRM assists patients with complex needs and/or age 70+ in finding a family physician. Referrals can be made from community agencies, Comox Valley Hospital departments, and walk-in clinics.

Doctor of the Day Program (DoD)

The Division supports the Doctor of the Day program (Unassigned Inpatient Program) at the Comox Valley Hospital. For more information, contact Dr. S. Matous
comoxvalley@divisionsbc.ca.

Walk With Your Doc (WWYD)

Family physicians promote the health benefits of walking by participating in walks in Courtenay and Comox.

Emergency Preparedness

To help ensure everyone in the Comox Valley gets the care they need, the Comox Valley Division has developed a detailed emergency response plan.

Aboriginal Health

The Division supports opportunities for improved collaboration regarding First Nations health issues and increased cultural awareness in our health care community.

Language Services

Telephone-based language interpretation is provided free-of-charge by the Division to family physician and other specialist members.

COMMUNITY RESOURCES

For more information on available community resources, visit the Division’s website <http://divisionsbc.ca/comox-valley/resources>

AMBULANCE SERVICES

Local 911 service. 911 response fee is \$50, fee is \$80 (if transported).

AUDIOLOGY

- ◇ Island Health Pediatric Audiology Clinic (250) 339-6543 / (250) 338-6555
- ◇ Connect Hearing (Courtenay) (250) 338-7978
- ◇ Beltone (Comox) (250) 339-1180, (Courtenay) (250) 334-4044
- ◇ Gordon Hearing (Comox) (250) 941-8378
- ◇ BCCA - British Columbia Cancer Agency - Vancouver Island Centre (Victoria) 1-800-670-3322

CHILD AND YOUTH SERVICES

- ◇ Child/Adolescent Psychiatry
- ◇ Child and Youth Mental Health Intake. Patient / families may self-refer. 250 334 5820
- ◇ Comox Valley Child Development Association <https://valleychild.ca/>
- ◇ Comox Valley Family Services <http://comoxvalleyfamilyservices.com/resources.html>
- ◇ CDA Infant Development Program – includes:
 - ◇ Speech and Language Development assessments.
 - ◇ Physical Therapy, OT programs (250) 338 4288
 - ◇ Autism programs

COMOX BAY CARE SOCIETY

Operates the Care-A-Van, a volunteer-run mobile health clinic serving the homeless. Provide nursing, GP, dental, denture, pharmacy and optometry services. careavan@telus.net.

COMOX VALLEY SOCIAL PLANNING SOCIETY

<http://cvsocialplanning.ca/>

CONTINUING MEDICAL EDUCATION locally is sponsored by Island Health and the Division.

CV TRANSITION SOCIETY

Lilli House Shelter: Safe shelter, counselling and support for female victims of abuse and their children. Provide Detox and Supportive Recovery for women. Access via Crisis Line – (250) 338-1227

EVERYWOMAN’S HEALTH CENTRE

#210-2525 Commercial Drive, Vancouver, www.ewhc.ca (604) 322-6692

HAND CLINIC (250) 850.2664

Campbell River Hospital - provides treatment and splints for hand and upper extremity injuries including WorkSafeBC Hand Program.

HEAD INJURY ASSOCIATION (250) 339-9225

HEART FUNCTION CLINIC

Assistance with management of CHF
Campbell River (250) 850-2193 fax (250) 850-2935

LONG-TERM CARE HOMES

- ◇ The Views at St. Joseph, Comox
- ◇ Glacier View Lodge, Courtenay
- ◇ Comox Valley Seniors Village, Courtenay
- ◇ Cumberland Lodge, Cumberland
- ◇ Cummings House, Courtenay
- ◇ Home and Community Care Services (Island Health)
 - ◇ Central Intake a) Family Physician fax line (250) 331 8569; b) General intake fax line 1-877-754-2967
 - ◇ Includes:
 - Home Nursing care, Long Term Care Assessments, Rehab Services, Social Work
 - Home Support assists with personal care - dressing, bathing, showering, grooming, hygiene, medication assistance. Does not cover meal preparation or housecleaning
- ◇ Private Home Care Companies:
 - ◇ Nurse Next Door – Courtenay – (250) 336-8606
 - ◇ OmniCare for People at Home – (250) 890-7535
 - ◇ We Care – Courtenay – 1-888-334-8531

HOSPICE

Comox Valley Hospice Society www.comoxhospice.com (250) 339-5533/ Supports individuals/families with end-of-life issues.

JOB SHOP— Community Services Directory

Comprehensive social health determinant-focused resources. <http://ceas.ca/Directory/>

LABS

- ◇ St. Joseph’s Lab (250) 339-1451, Mon-Fri 730am-4pm, Sat 9am–3pm
- ◇ St Joseph’s Courtenay Lab (at Cliffe & 14th) (250) 890-3042 Mon -Fri - 730am-3pm
- ◇ Cumberland Health Centre (250) 331-8510 2696 Windermere Ave - Mon-Fri - 0730-1100
- ◇ Lifelabs (250) 334-4745, 12-1599 Cliffe Ave, Courtenay | Mon-Fri - 0730-1600, Sat 0730-1130

LUSH VALLEY FOOD ACTION SOCIETY

<http://www.lushvalley.org/>

MATERNITY / MIDWIFERY

- ◇ Primary Care Obstetric Services is a group of Family Physicians in the Comox Valley providing prenatal, labour and delivery care. They accept referrals from primary care physicians in the community and are happy to provide care starting in the first trimester. (<http://divisionsbc.ca/comox-valley/our-impact/maternal-health/maternity-care-pathway>)
- ◇ “Right from the Start” Program is an Island Health Public Health program for pregnant women, new mom’s, babies and children. Visit <http://www.rightfromthestart.viha.ca> to register.

MIDWIFERY

- ◇ Cedar House Midwives (formally Comox Valley Midwifery - The Birth Tides Clinic) <https://www.cedarhousemidwives.com/>
- ◇ Plum Midwifery <https://www.plummidwifery.com/>

MEAL ASSISTANCE

- ◇ Meals on Wheels 250 339-2625
- ◇ Valley Home Meals - 250 331-8522

COMMUNITY RESOURCES *Continued...*

MEDICAL EQUIPMENT

- ◇ Red Cross Loan Cupboard - crutches, canes etc. (250) 334-1557
- ◇ The Home Medical Shop – (250) 338-0903
- ◇ Crutches / braces may be rented from some community pharmacies

COMOX VALLEY MENTAL HEALTH AND SUBSTANCE USE

(ISLAND HEALTH) 941C England Ave, Courtenay V9N 2N7.
Phone 331-8524; fax 331-8525. Serves adults aged 19 and above.
Services Include:

- ◇ Intake – assessment; consultation; connection of individuals with the most appropriate service MHSU team or community resource; connection to crisis services (accessed via St. Joseph’s Hospital).
- ◇ Substance Use Outpatient Treatment - individual and group forms of support and treatment; education, support and treatment for clients and families; linking clients to other appropriate services.
- ◇ Substance Use Outreach (ICMT) - an inter-disciplinary, outreach team that practices from a harm reduction, strengths based philosophy and partners with individuals who are actively using substances.
- ◇ Withdrawal Management Service (formally SAIN) – withdrawal management (social detoxification); screening and assessment; brief intervention. Contact via phone: 250-339-1573 or pager: 250-703-9102 (during office hours only).
- ◇ ACSS – case management for adults with severe and persistent mental illness.
- ◇ ASTAT – short term individual therapy; group psycho-education; psychiatric assessment; connecting individuals to other appropriate services.

Please see also Adult Group Therapy Program on page 10.

CRISIS LINE (Public)

- ◇ 1-888-494-3888

POSITIVE WELLNESS NORTH ISLAND LIVER SERVICES

- ◇ 1 877 215-7005. Provides information and treatment services to patients with chronic liver disease e.g. Hep C.

NURSING - CV NURSING CENTER (250) 331 8502

VIHA services include:

- ◇ Pain Assessment and Management Service
- ◇ Eating Disorders
- ◇ Health Library
- ◇ Support Groups, etc
- ◇ Health Connections Clinic (See page 13 - Clinics)

NUTRITION

Dietician Services. Fax form to (250) 339 1439.
Phone (250) 890 3022.

OPT – OPTIONS FOR SEXUAL HEALTH

961 England Avenue, Courtenay (250) 331-8572 Drop-In clinics Tues 6-8 pm, Thurs 4-6 pm. Services include reduced cost contraception, emergency contraception, pregnancy tests, education, options counseling and referrals, HIV, STI testing, Hep B immunization, PAPs, physical exams <http://www.optionsforsexualhealth.org>

ORTHOTICS / FOOT CARE

Includes spine / knee braces and foot orthoses

- ◇ BD Mitchell - Comox (250) 339 2262
- ◇ SOS Orthotics - Comox (250) 339 5852

Foot Care

- ◇ Feet First (250) 338 1702, (250) 335 2349.
- ◇ This Little Piggy Foot Care Services (250) 792 3885
- ◇ Happy Soles Foot and Nail Care
- ◇ Paul Kurucz, Podologist (250) 871 2279 or (250) 871 6484

PHARMACARE PHYSICIANS LINE FOR SPECIAL AUTHORITY

- ◇ 1-877-657-1188

PRENATAL CLASSES (PUBLIC HEALTH NURSING)

- ◇ (250) 331-8520

PSYCHOLOGISTS /COUNSELLING (PRIVATE)

- ◇ Strathcona Counseling – Courtenay (250) 338-0311
- ◇ Grunberg-Patterson Counseling – Comox (250) 339-3269
- ◇ Pacific Therapy and Counselling - Courtenay (250) 338-2700

PUBLIC HEALTH

Comox Valley Health Unit (250) 331-8520 961 England Avenue, Courtenay, V9N 2N7. Offer routine immunizations and Prenatal Classes

QUITNOW SERVICES

Smoking Cessation program <http://www.quitnow.ca> 1-877-455-2233

ROYAL CANADIAN AIR FORCE RESOURCE CENTRE - COMOX

The Comox MFRC provides information to families with special needs & responsibilities on what is available in the community. This website lists resources related to a variety of special needs and disabilities issues.

<http://www.familynavigator.ca/index.php/bases/content/comox>.

SALVATION ARMY SHELTER

Pidcock House, 632 Pidcock Ave, Courtenay (250) 338-2533

SENIORS SERVICES

See page 14 for Long-Term Care resources

- ◇ Island Health Geriatric Outreach Program (250) 339-1440 Geriatric Psychiatry and Geriatric Medical services are available through this program. The team assists with seniors with:
 - ◇ Complex medical or psychiatric problems.
 - ◇ Cognitive / functional assessments of seniors in their homes.
 - ◇ Assistance is provided with the management of seniors with dementia or behavioural symptoms.
 - ◇ Facilitate transition to Assisted Living, Residential Care/ Complex Care
 - ◇ Arrange Respite Care for easing caregiver burden.
 - ◇ A Seniors Health Referral form (VIHA) must be faxed to (250) 339-1529.
 - ◇ Senior Peer Counseling (250) 334-9917
 - ◇ Evergreen Seniors Club—For ages 55+ years, \$20 annual fee. Under the direction of the Courtenay Recreational Association, the club provides a wide range of activities and programs at the Florence Filberg Centre in downtown Courtenay.
 - ◇ Lifeline (250) 338-4255
 - ◇ HandiDart service (for patients not capable of using public transit) (250) 339-5442

COMMUNITY RESOURCES *Continued...*

SLEEP APNEA - OVERNIGHT OXIMETRY/CPAP

- ◇ Pacific Sleep Care www.pacificsleepcare.ca (250) 334-0789

SPEECH PATHOLOGY

- ◇ Island Health Pediatric Speech Services (250) 338-6555
- ◇ Cathy Silversides (250) 792-3466

TRAVEL MEDICINE

- ◇ Travel Medicine & Vaccination Centre www.tmvc.com | (250) 244 1044

TRANSITION TOWN

- ◇ <http://transitiontowncv.org/>

THE F.O.R.C.E CHILD, YOUTH & FAMILY MENTAL HEALTH AND SUBSTANCE USE SERVICES ORIENTATION GUIDE

- ◇ <http://www.forcesociety.com/resources>. Information guide services in the area.

VALLEY CHILD

- ◇ <https://valleychild.ca/>. The new Early Years project connects parents, caregivers and service providers in the Comox Valley with tools and resources to help kids find success. It's put together by local early years specialists.

VANCOUVER ISLAND COMMUNITY CONNECTIONS

- ◇ Online directory of services for people with developmental disabilities (Community Living BC, The Job Shop, Triumph Vocational Services, Community Living Resource Centre) – <http://www.vicc.cc>

WORKSAFE BC

- ◇ <http://www.worksafebc.com>. Courtenay office (250) 334-8701. Nursing clinic is available through Home and Community Care referral.

Current, Comprehensive Community Service Listings... are available on Pathways.ca—a password protected, on-line specialist referral tool developed by physicians for physicians and their staff and provides:

- ⇒ current and accurate referral information, including appointment wait times, specialist areas of expertise, accepting/not accepting patients status, and contact information;
- ⇒ local and province-wide **community service listings**. These resources are current, comprehensive, and easily searchable.
- ⇒ brief homepage notification of specialist and clinic updates;
- ⇒ regularly refreshed physician resources, patient info, referral brochures, Shared Decision aides

Pathways is free for participating specialists and Comox Valley Division members.



EXTENDED HEALTH SERVICES

Massage Therapy

Comox

- ◇ BodyWorx - (250) 339-5540
- ◇ Bowyer Massage Clinic – (250) 339-3444
- ◇ Coastal Physiotherapy – (250) 890-9142
- ◇ Comox Valley Therapeutic Massage – (250) 339-9912
- ◇ Guthrie Acupuncture – (250) 339-3394
- ◇ Harbourview Therapeutic Massage – (250) 339-2233

Courtenay

- ◇ Brenda Hall - (250) 334-8854
- ◇ Comox Valley Acupuncture - (250) 334-3630
- ◇ Jennifer Crichton – (250) 218-3065 Rehabilitation in Motion (RIM) - (250) 334-9670
- ◇ Joanie Chestnut - (250) 331-0994
- ◇ Summit Massage - (250) 897-3431
- ◇ W Studio Massage Therapy Clinic - (250) 792-3575

Cumberland

- ◇ Integral Balance - (250) 336-8284

Psychiatrist

- ◇ Coastal Mental Health Services offers 30 years of private practice experience in Vancouver. Please fax referrals to 1 604 222-2045 or phone 1 604 222-2083 for further information.

Acupuncture

Comox

- ◇ BodyWorx Physio (250) 339-5540
- ◇ Coastal Physio & Sports Rehabilitation (250) 890-9142
- ◇ Guthrie Acupuncture

Courtenay

- ◇ Dr. Barb Fehlau (250) 898-0202
- ◇ Serenity Acupuncture (Hsiu-Chen Lin) (250) 871 8899

Psychologists/Counselling (Private)

- ◇ Strathcona Counselling – Courtenay (250) 338 0311
- ◇ Grunberg – Patterson Counselling – Comox (250) 339 3269
- ◇ Pacific Therapy and Counselling - Courtenay (250) 338-2700

Physiotherapy

Comox

- ◇ Ascent Physio (250) 339-1039
- ◇ BodyWorx Physio (250) 339-5540
- ◇ Coastal Physio & Sports Rehabilitation (250) 890- 9142
- ◇ Comox Physio (250) 339-6221

Courtenay

- ◇ Courtenay Physio (250) 338-8754
- ◇ Gentle Hands (Jennifer Bird) – (250) 897-0010
- ◇ The Joint - (250) 331-1200
- ◇ Rehabilitation in Motion (RIM) – (250) 334-9670.

COMMUNITY PHARMACIES

Receive Pharmacy Communication Tip Sheet!

To reduce the amount of faxes with pharmacies visit the **Member Resources** section of the Division website <http://divisionsbc.ca/comox-valley>
Complete the Physician Profile for Pharmacy Communication to ensure you get the info you need, in the format of your choice.

When: Strategies to avoid unnecessary faxes:

Urgent Issues	
Pharmacist needs clarification for urgent prescription errors/clarifications	Physicians can ensure personalized preferences are followed by completing the Physician Communication Profile. Pharmacists will tailor communication to the preferences you identify on the profile.
Non-Urgent Issues	
Prescriptions are available in different strengths	Helpful if physician includes all strengths/doses on prescription
Physician discontinues a prescription	Handwritten notes from physicians are required by pharmacists for discontinued prescriptions
Homebound/Palliative Patients	Notify pharmacist
Physician completes Narcotics prescription	Pharmacists can support the patient counselling process if physicians Provide copy of narcotics contract to pharmacist (with patient approval) By calling Pharmacare, patients can be restricted to specific pharmacy to prevent abuse
Physician requires Prescription Changes	Clarification faxes will be prevented if physician indicates that it is a change on prescription and identifies urgent prescription changes
Recall Intervals	Specify recall intervals (e.g. 30 vs 90 days)
Special Authority (SA)	Potential to access Pharmacare and Blue Cross - Call 1 800 663-7100 to request copy of Special Authority Status

Pharmacies & Direct Lines

Comox

- ◇ Drug Store at John's Independent Grocer – (250) 339-6626
- ◇ Medicine Shoppe – (250) 339-5050
- ◇ Comox Pharmasave - (250) 339-9879
- ◇ Comox Rexall – (250) 339-2235
- ◇ Shoppers Drug Mart – (250) 890-9327

Cumberland

- ◇ Cumberland Pharmacy (250) 331-8510

Oyster River

- ◇ Bridge Pharmacy 1-778-420-4311

Courtenay

- ◇ Costco Pharmacy – (250) 331-8700
- ◇ Living Room Pharmacy – (250) 338-5665
- ◇ London Drugs – (250) 703-2838
- ◇ Physician direct (250) 703-2395 (Offers 24 hour BP testing.)
- ◇ Courtenay Rexall – (250) 334-2481
- ◇ Superstore – (250) 334-6935
- ◇ Walmart Pharmacy – (250) 898-8955
- ◇ People's Pharmacy - (250) 334-9311
- ◇ Courtenay Pharmacy – (250) 871-8405
- ◇ Thrifty's – (250) 331-5101
- ◇ Shoppers Drug Mart – (250) 334-3134

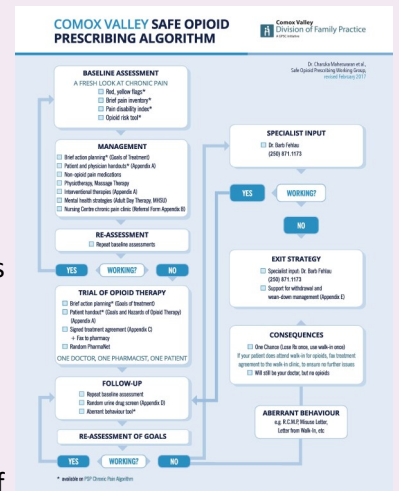
**Note – Shoppers Health Care Portal provides access to useful web tools for doctors – DrugCoverage, Best Practices BMJ, LexiComp, patient handouts etc – requires registering at www.shoppershealthcareportal.org

Safe Opioid Prescribing Algorithm

... is a community-wide algorithm that supports the safe and effective management protocol of chronic non-cancer pain through optimal opioid prescribing practices. Utilizes a protocol with pharmacies for the prescription of opioids by faxing a treatment agreement to pharmacies with the focus of

“one pharmacy, one physician, one patient”

To access this algorithm and resources you must be a member of the Comox Valley Division of Family Practice. The toolkit can be found on the member-restricted website. Contact the Division for more information (comoxvalley@divisionsbc.ca).



◆ Physician direct contact information has been removed from this document to protect privacy. Please contact the Comox Valley Division of Family Practice for further assistance.

::: CONTACT US :::

For Division administration, committee involvement or general enquiries:

- ◆ Janet Brydon, Executive Director
jbrydon@divisionsbc.ca
- ◆ Judy Darby, Executive Assistant
jdarby@divisionsbc.ca

For recruitment, retention or community support:

- ◆ Lyndsey Jennings, Recruitment Coordinator
comoxvalleyrecruitment@divisionsbc.ca

If you are a member of the Comox Valley Division of Family Practice visit the Members section for more information and resources.

To find out more about our initiatives and resources, visit the Comox Valley Division of Family Practice website at: <http://www.divisionsbc.ca/comox-valley/>

