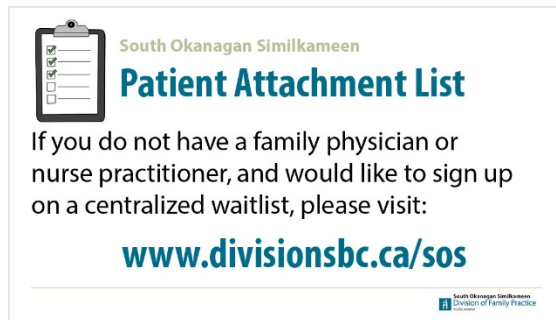


Physician offices: Update on Centralized Waitlist



This take-home card can be handed to patients who are looking for a primary care provider in our region.

Updated take-home cards can be used to direct patients looking for a primary care provider to a centralized list located on the SOS Division of Family Practice website. This online platform is for all unattached patients in the South Okanagan Similkameen.

While we still expect a provincial patient registry system, the Ministry of Health has not given us a firm timeline for this registry. The province has given their approval for the SOS Division list to be used until their registry is live.

When the provincial registry is in place, patients will be re-directed from the SOS Division of Family Practice website to the provincial site to access the list. We will ensure a seamless transfer.

Reason for the Centralized Waitlist

We need to standardize how patients access primary care, providing a transparent, fair process for attaching patients. Most attachments will be made on a **first-come-first-served basis**, with some provision to prioritize complex care patients.

This new patient list will alleviate pressure on your offices from patient enquiries.

We ask that all physician offices continue to direct all new patient enquiries to the Division website to register. Please do not ask them to call the Division as we lack capacity.

All GPs and NPs are invited to indicate # of new patients, if any, they have capacity to add to their panel by filling out the capacity form, or emailing taunya.cossentine@sosdivision.ca.

How does the Patient Attachment List work for Clinics?

A Division staff member, Taunya Cossentine, is the designated the Care Connector. Taunya will monitor the unattached patient list, contact patients and connect patients with a GP or NP. She will continue to be the Care Coordinator when the provincial registry goes live.

1. Clinics to direct unattached patient enquiries to the Division website, where patients can register on the centralized list. We ask that Clinics encourage patients to register themselves.
2. Patients provide basic demographic information on the website. The Care Connector will then create a MedAccess profile for the patient which will eventually be sent as a task to the accepting provider.
3. Clinic will book an intake appointment.
4. After initial appointment, if both provider and patient agree that the fit is right, our Division has been assigned a “0 fee code” **97606** to bill to register successful attachment. This is counted towards our PCN attachment goals for attachment. The Division will work with Clinics regularly to confirm successful attachments so patients are removed from the centralized list appropriately.
5. **All clinics attaching new patients, whether from the centralized list or through informal hand-offs, are to use the 97606 “0 fee code”.**
6. As per PCN guidelines, a patient who refuses the first provider match can stay on wait list for one more attempt at a successful attachment before being reprioritized to the bottom of wait list.

What the Patient Attachment List (PAL) will NOT do:

- It will NOT replace the need to continue to attach priority complex patients through traditional informal handoff processes while our new GP/NP capacity builds.
- It will NOT replace existing long-term care attachment processes.
- It will NOT be a way for retiring physicians to avoid College expectations around transfer of patient care.
- It will NOT be a mechanism for attached patients to change providers.