

Comox Valley Physician **WELCOME PACKAGE**

Orientation Information for New Physicians

July 2022



Comox Valley
Division of Family Practice
A GPSC initiative





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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 FPs for FPs.



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 April 2022, there are 83 family physicians in 19 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, two walk-in clinics, and one after hours urgent care clinic.

Information in this package is useful for new Family Physicians (FP) and Nurse Practitioners in the Comox Valley. This information is provided by local primary care providers for primary care providers. 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.

Check out [our YouTube page](#) for videos where primary care providers share their experience about living, practicing, and playing in the Comox Valley

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.

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 * see page 17 for more information
- 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



COMOX VALLEY HOSPITAL

Acute care is provided at the Comox Valley Hospital operated by Island Health. The hospital houses 148 acute care beds including:

Comox Valley Hospital Acute Care Beds

7	Perinatal Unit	52	Medical Inpatient Units
3	Pediatrics	35	Surgical Inpatient Units
6	ICU	20	Transitional Care Units
8	Telemetry beds	13	Psychiatry
4	PICU		

Additional Services are:

Medical Imaging, Cardiopulmonary Diagnostics, Minor Day Procedures, Rehab Services (OT and PT), Café, Wellness Centre (Outpatient Services, Cancer Care, Emergency Department, Protection Services, Social Work, Indigenous Health, BioMed, Hip & Knee Centre, Colposcopy Clinic, Fern Clinic, University of British Columbia (UBC) training labs/resident lounge.

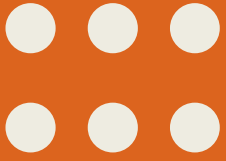
**See page 11 or visit <https://medicalstaff.islandhealth.ca/comox-cvh> for more detailed information*

Inpatient Care and Call groups

Family physicians are instrumental to the provision of services at Comox Valley Hospital, where they are welcomed. Family physicians provide care in a wide range of settings including inpatient care, maternity and newborn care, surgical assisting, addictions medicine, MAiD, palliative care, leadership, and emergency medicine.

There are several call groups that provide afterhours care for family practice inpatients.

To find out more about inpatient care and joining a call group, reach out to the Medical Lead & Division Head for Family Practice at CVH, Dr. Lissa Benson lissa.benson@islandhealth.ca



Live



• LIVE • PRACTICE • PLAY •

The Comox Valley is a vibrant seaside region on the eastern coast of Vancouver Island, and it may be one of the Island's best -kept secrets. Each community in the Comox Valley has its own unique personality. From the seaside tranquility of Comox to the growing City of Courtenay, from the quaint former boomtown of Cumberland to the idyllic rural areas that meander from Fanny Bay in the South to Black Creek in the North, every community has different strengths to offer.

Real Estate

The Comox Valley is growing every year and has a strong local economy. The housing market includes family homes and summer cottages, to acreages and waterfront estates. Comox Valley has an abundance of affordable real estate choices.

<http://www.realtor.ca/>

Links to Rental Information

Comox Valley Division Short & Medium-Term Rentals

Listings for short-term and medium-term rentals in the Comox Valley are provided on the Division website:

<http://divisionsbc.ca/comox-valley/live-work-play/accommodation-list>

Craigslist -ComoxValley Apartment and House Rentals

<https://comoxvalley.craigslist.ca/search/apa>

Kijiji –ComoxValleyRental

<http://www.kijiji.ca/b-house-rental/comox-valley-area/c4311700298>

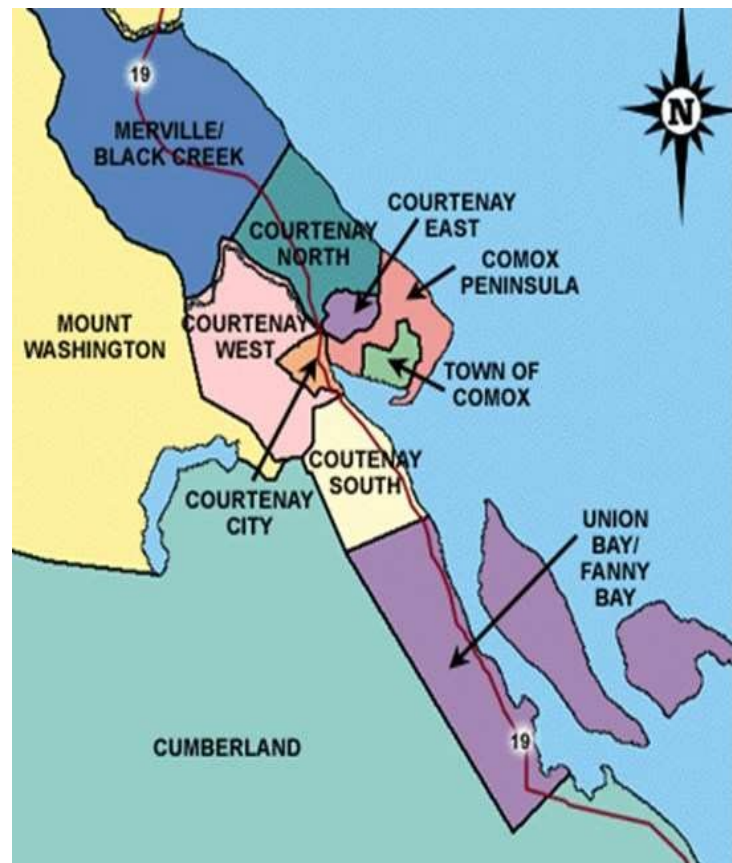
Used Courtenay Comox-Comox Valley Rentals

<http://www.usedcourtenaycomox.com/classifieds/real-estate-rentals>

CV Renters Facebook Group

Questions about renting, leasing, the roles and responsibilities of a tenancy agreement; posted wanted ads and available houses/shares; useful information and relevant topic discussions:

<https://www.facebook.com/groups/CVRenters/>



Helpful hint

When looking for accommodation mention that you are a primary care provider looking for housing... it can help to secure the rental!

SCHOOLS

School District 71 (SD71) is the main public-school board offering English education, French Immersion, and Distance Learning. There is also a Francophone-only school board, CSV (SD93), for children/youth ages 5-18 years. SD71 operates 15 elementary schools, 2 junior secondary schools, 3 secondary schools, 1 secondary alternate program, and other district facilities. There are a small number of private schools in the Comox Valley.



School District 71— (250) 334-5500 <http://www.sd71.bc.ca>

School District 71 oversees all English public schools from kindergarten to grade 12, including Montessori Education, throughout the Comox Valley. French Immersion programs are available through some schools. Their website includes a listing of local schools and a district map. Go to their website to find a school near you.

Conseil scolaire francophone de la Colombie-Britannique (CSF) - School District 93

(604) 214-2600 or toll-free 1-888-715-2200 <http://www.csf.bc.ca>

Conseil scolaire francophone de la Colombie-Britannique oversees

all French schools from kindergarten to grade 12 throughout the Province of British Columbia. They have one school located in Comox

called Au-cœur-de-l'île.

Au Cœur del'île Comox—(250) 339-1848

<http://aucoeurdelile.csf.bc.ca>

This is the only pure Francophone school in Comox. It offers education

opportunities for children from kindergarten to grade 12. Their website is only available in French. Go to the local yellow pages for a listing of private schools in the area www.yellowpages.ca and search the keyword schools.

Waldorf Education: Saltwater School—(250) 871-7777

<http://www.saltwaterschool.com/>

An independent school that has provided Waldorf inspired education since 2011. Saltwater school are proud members of the Association of Waldorf Schools of North America (AWSNA) and the Waldorf Early Childhood Association of North America (WECAN).

North Island Distance Education School (NIDES)—

<http://www.navigatenides.com/>

Navigate (powered by NIDES) is a fully funded and accredited BC school operating within the Comox Valley School District No.71 that offers distributed learning opportunities throughout BC

Beachcombers Community School—

<http://www.beachcombersschool.ca>

Beachcombers is a BC independent school that offers preschool to grade 8. It's regionally-inspired curriculum includes Coastal/BC children's literature, coastal ecology and sciences, water safety and coastal sports

Important!

School registration starts in early February. Contact schools early, particularly if you are considering French Immersion, a Sports Academy, or you have a child with special needs.

Resources for child care and more

Valleychild.ca - (250) 338-4288 <https://valleychild.ca/>

Has many programs and can help you find childcare and services for children, including children with special needs.

PUBLIC SERVICES

CableTV: ShawCable

(250) 334-0888

<http://www.shaw.ca>

Water: PublicWorks

(250) 339-5410

Recycling Hotline

1-800-667-4321

Hydro: B.C.Hydro

1-800-224-9376

<http://www.bchydro.com>

Garbage/Recycling: ComoxValley Regional District

(250) 334-6000

Gas: FortisBC

1-888-224-2710

<http://www.fortisbc.com>

Collection Inquiries-Emterra

(250) 336-8066

Telephone:Telus (within BC)

(250) 310-2255 www.telus.com

Recycling Return Centre

(250) 339-0059

Vancouver Island Regional Library—ComoxBranchLibrary

(250) 339-2971 <http://virl.bc.ca/>

Transportation

BUS: ComoxValleyTransit System

(250) 339-5453 <http://bctransit.com/comox-valley/> to find maps and schedules.

TAXI:

- **ComoxValley TaxiService** (250) 339-7955
<http://www.comoxtaxi.com>
- **Joe's Taxi-** 250-792- 5637
<https://www.facebook.com/JustCallJoes/>

Recreation

For information about facilities, clubs and sports leagues in your area, please contact:

Comox Valley Regional District

<https://www.comoxvalleyrd.ca/parks-recreation> 250-334-6000 (main) | 1-800-331-6007 (toll-free)

City of Courtenay

<https://www.courtenay.ca/EN/main/community/recreation.html>

Lewis Centre: 250-338-5371

Florence Filberg Centre: 250-338-1000

Village of Cumberland

<https://cumberland.ca/topics/recreation/>
250-336-2291

Local Media

- **Local FM radio stations:** CKLR 97.3 | CFCP 98.9
- **Newspaper - My Comox Valley Now—The Goat**
<https://www.mycomoxvalleynow.com/news/>
- **Newspaper - Comox Valley Record** | (250) 338-5811
<http://www.comoxvalleyrecord.com/>

Community News, Arts and Culture

CV Collective | www.cvcollective.ca

| <https://www.facebook.com/CVCollectiveMag>

Free lifestyle magazine covering arts, culture, sport and recreation focused in and around the Comox Valley

Comox Valley Art Gallery |

<https://www.comoxvalleyartgallery.com/>

A public art gallery featuring contemporary, experimental and applied art by regional, national and international artists presenting contemporary art issues and practices.

Shopping

Downtown Courtenay offers a boutique shopping district located on 5th Street with pedestrian friendly shops and specialty stores. You will find home décor, fashion, grocery stores, toys and games, sporting gear, artisan bakeries or any type of professional service. Also try the downtown businesses on Comox Avenue or head to Dunsmuir Avenue to shop the historic main street of Cumberland. Big box stores are in Courtenay including Staples, Costco, Best Buy, Walmart, Winners, Home Depot, Home Hardware, Superstore, and Thrifty's.

Local Markets

Downtown Courtenay MarketDay

16 July 2022 <http://courtenaymarketday.com/>

You'll find handmade, one-of-a-kind products along with some of the best deals from favorite downtown shops. The streets will be brimful with over 100 vendors; some of the Comox Valley's very best. There is something for everyone to do and enjoy!



Farmers' Markets— info@cvfm.ca - <https://cvfm.ca/>

Food is local and fresh. It is a great place to meet people and to bring your children. It is free to go. There is usually entertainment.

- Saturdays 9am -1pm year round.
 - April 9th 2022 – October 8 2022: Comox Valley Exhibition Grounds 4830 Headquarters Rd, Courtenay
 - October 15th, 2022 to April 2, 2023: Native Hall + Parking Lot – 360 Cliffe Ave, Courtenay. Note: there is no market during Holiday Season.
- Wednesdays 4-8 June to August 3pm-6pm June 22 – August 31st 2022 England Avenue – at the intersection of 5th Street.
- Sundays 10am -1pm June 19th, 2022- September 11, 2022 at Village Square Cumberland.

For more community events and activities go to:

www.whatsondigest.com

www.comoxvalleyarts.org

www.discovercomoxvalley.com



Restaurants

There are many great restaurants in the Comox Valley. Here are some of our favorites:

- **Atlas Cafe**—international, vegetarian
Courtenay | 250-338-9838 | <http://atlascafe.ca/>
- **Locals Restaurant**—international, seafood, vegetarian
Courtenay | 250-338-6493 | <http://www.localscomoxvalley.com/>
- **Black Finn Pub**—international, seafood
Comox | 250-339-5030 | <http://www.blackfinpub.com/>
- **Martine's Bistro**—international, seafood
Comox | 250-339-1199 | <http://martinesbistro.com/>
- **Sehmi Japanese Restaurant**—Japanese
Courtenay | 250-871-6248 | <https://sehmi-courtenay.ca/>
- **Maple Pho Noodle House**—Chinese, Vietnamese
Courtenay | 250-338-8868 | <https://sites.google.com/site/phomaple/home>
- **Delicados**—international, Mexican, vegetarian
Courtenay | 250-338-8885 | <http://delicados-deli.com/>
- **Bisque**—seafood, steakhouse
Courtenay | 250-334-8564 | <http://www.bisquerestaurant.ca/>
- **Il Falcone**—Italian
Courtenay | 250-871-7770 | <https://www.ilfalcone.ca/>

Weather

The Comox Valley enjoys temperate weather year round: summer temperatures average 22C (72F) and rarely reach 30C (86F), while winter temperatures rarely fall below freezing. Although annual precipitation averages 1,179mm (46.42 in), almost 80% of this falls between October and March, mainly as rain rather than snow. The result is dry, sunny summers, and mild, wet winters.

Breweries

Here are some of our favorite breweries:

- **Cumberland Brewing Co.**
Cumberland | 250-400-2739 | <https://cumberlandbrewing.com/>
- **Gladstone**
Courtenay | 250-871-1111 | <http://www.gladstonebrewing.ca/>
- **Ace Brewing Company Limited**
Courtenay | 250-338-1182 | <https://www.acebrewing.ca/>
- **New Tradition Brewing Company**
Comox | 236-362-2022 | <https://newtraditionbrewing.com/>
- **Land and Sea Brewing Company Ltd.**
Comox | 250-941-5577 | <https://www.landandseabrewing.ca/>

Newcomer Groups

Comox Valley Newcomers Club

<http://www.cvnewcomers.net>
<https://www.facebook.com/groups/comoxvalleynewcomers/>

A social club open to women who have resided in the Comox Valley for less than two years. Monthly meetings offer interesting topics and speakers as well as opportunities to sign up for activities and meet other women new to the area.

Newcomers' Alumnae Association:

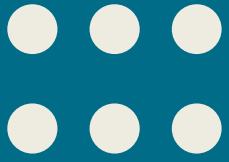
<http://www.cvnewcomersalumnae.com/>

Comox Valley Volunteer Connector | 250-871-4581

<https://www.comoxvalleychamber.com/volunteer.html>

Helps connect people of all ages with volunteer opportunities in the area. Their website also includes a volunteer directory where you can search for current volunteer opportunities available in the local area. You can also register as a volunteer on the website.





Practice



ACUTE CARE INFORMATION

Comox Valley Hospital

101 Lerwick Road, Courtenay, BC V9N 0B9

Phone: (250) 331-5900

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. Nick Kimberley	Annette Moore ext. 65214

Emergency Department Co-Lead Physicians

Dr. Steve Jones and Dr. Laura Matemisz

COMMUNITY MEDICINE—Medical Officer of Health

Dr. Charmaine Enns (250) 331-8591

Department of Family Medicine Lead Physician

Dr. Lissa Benson Lissa.benson@islandhealth.ca

Privileges & Credentialing

For privileges:

Contact: Credentialing_Office@islandhealth.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: communityEHR@islandhealth.ca

What is where in the Hospital:

Level 0	Administration Pharmacy Building Operations and Facility Management Stores	Housekeeping Health Records Food Services Morgue / Autopsy
Level 1	Admitting Meeting Rooms Heart Health Minor Day Procedures Outpatient Lab Café Wellness Center	Rehab Services (OT & PT), Cancer Centre Emergency Department Protection Services Social Work Indigenous Health Health Care Foundation
Level 2	Perinatal Unit Pediatrics ICU Telemetry Laboratory	Surgical Services BioMed Medical Staff Lounge UBC training/resident lounge
Level 3	Medical Inpatient Units	Surgical Inpatient Units
Level 4	Medical Inpatient Unit Transitional Care	Psychiatry PICU

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

Website: <https://carms.familymed.ubc.ca/training-sites/vancouver-island-strathcona/>

CVH Laboratory opening times

- Find most recent opening times online: [LAB - Comox Valley \(CVH\) North Island Hospital - Medical Laboratory | Island Health](#)

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, Fluoroscopy, Nuclear Medicine, Ultrasound, MRI, Mammography - Breast Imaging are available. Find most recent opening times online: [North Island Hospital Comox Valley \(CVH\) - Medical Imaging | Island Health](#)

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 a referral form.*

* All referral forms can be found on Pathways see page 15 for more information.

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.islandhealth.ca/nihtransition/Pages/default.aspx>

CareConnect

The Comox Valley Hospital uses CareConnect. CareConnect is a secure, view-only electronic health record that provides key patient information to health care providers in support of their delivery of patient care. It enables health care providers to see a patient’s medical history, acute care records, medications, lab work, and imaging reports all in one place.

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 at the Comox Valley Hospital.

Adult Group Therapy Program (AGTP)

The Adult Group Therapy Program (AGTP) is for adults 19 years of age and older and patients are assessed and triaged by a Family Physician, the Nurse Navigator and a PT. 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. [Find the referral form on Pathways](#) (login required, Division member only).

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. [Find the referral form on Pathways](#) (login required, Division members only).



- 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.

Did you know that a free membership to the Division allows for unlimited access to Pathways? Email the [Recruitment and Retention coordinator](#) for more information or apply directly at [the website](#).

COMOX VALLEY CLINICS — Family Practice

Beaufort MD

Address: 202-1757 Beaufort Avenue, Comox
Phone: 250-941-3344 | Fax: 1-888-797-4695

Comox Medical Clinic

Suite 100-1695 Comox Avenue, Comox
Phone: 250-339-2266 | Fax: 250-339-0985
<http://www.comoxmedicalclinic.com/>

Cottage Medical Clinic

559 6th St, Courtenay
Phone: 250-338-1391 | Fax: 250-338-2385
<https://cottage-medical.ca/>

Courtenay Medical Associates

201-1350 England Ave, Courtenay
Phone: 250-334-4411 | Fax: 250-338-1245
<http://www.cmassociates.ca/>

Courtenay Medical Clinic

788 Grant Ave, Courtenay
Phone: 250-334-2445 | Fax: 250-334-2642
<https://courtenaymedicalclinic.com/>

Crown Isle Clinic

300-444 Lerwick Road, Courtenay
Phone: 250-338-1333 | Fax: 250-338-0605
<http://www.thecrownisleclinic.com/>

Denman Island Medical Clinic

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

Fifth Street Family Practice

519G 5th Street, Courtenay
Phone: 250-338-2182 | Fax: 250-703-1431
www.5thstreetfamilypractice.com

Highland Family Practice

Suite 107C-1966 Guthrie Road, Comox
Phone: 250-890-0919 Fax: 250-890-0929
<http://www.highlandfamilypractice.ca/>

Hornby Island Community Medical Clinic

1855 Sollans Road, Hornby Island
Phone: 250-335-3036 | Fax: 250-331-8632
<http://hornbydenmanhealth.com/medical-clinics/hornby-clinic/>

Port Augusta Family Practice

Units 5&6, 215 Port Augusta St, Comox
Phone: 250-941-1194 | Fax: 250 941 1193
registercipa@gmail.com
<https://www.portaugustaclinic.com/>

Sea Cove Medical Clinic

201-1757 Beaufort Avenue, Comox
250-339-5335 | Fax: 250-339-1898
<http://www.seacovemedicalclinic.com/>

Southwood Medical Clinic

1700-2751 Cliffe Avenue, Courtenay
250-334-2212 | Fax: 250-334-2213
<http://www.southwoodmedical.ca/>

Town Circle Medical Clinic

101B-1771 Comox Avenue, Comox
Phone: 250-339-5780 | Fax: 250-339-5785
<https://pathwaysmedicalcare.ca/clinic/town-circle-medical-clinic/>

ValleyCare Medical Clinic

Unit E, 310, 8th Street, Courtenay
Phone: 250-331-0500 | Fax: 250-331-0553
<http://valleycaremedical.ca/>

Wavecrest Medical Clinic

106-382 Lerwick Rd, Courtenay
Phone: 250-871-3411 | Fax: 250-871-3415
<http://www.wavecrestmedicalclinic.com>

Westward Medical Clinic

103 - 2456 Rosewall Cres, Courtenay
Phone: 778-225-0739 | Fax: 778-647-2327
www.westwardmedical.ca

White Wave Medical Aesthetics

Address: 401-1757 Beaufort Avenue, Comox
Phone: 250-650-9294 | Fax: 1-888-797-4695
<http://www.whitewavemedical.com/>



COMOX VALLEY CLINICS – Walk-in

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

Comox Valley Medical Clinic

3199 Cliffe Avenue, Courtenay

Phone: 250-898-0202 | Fax: 250-334-1597

Website: <http://www.jacknathanhealth.com/>

Comox Valley After Hours Urgent Care Clinic

Located at Washington Park Medical Clinic, 757 Ryan Road, Courtenay. Phone: 250-334-9241 | Fax: 250-897-0225

After hours access to non-emergency, urgent care for medical concerns that cannot wait to be seen by your family doctor. Care is provided for people who need medical care within 12 to 24 hours

Health Connections Clinic

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

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.



Comox Valley Division of Family Practice Initiatives

Child Youth Matter Comox Valley

The Division supports a local group of caring community members who work to increase awareness and access to services supporting physical, mental, cultural and social health for children and youth in the Comox Valley. Contact: [Ingrid Timmermans](#)

Comox Valley After Hours Urgent Care Clinic

Located at Washington Park Medical Clinic, 757 Ryan Road, Courtenay.
Phone: 250-334-9241 | Fax: 250-897-0225

This Division clinic provides after hours access to non-emergency, urgent care for medical concerns. The provision of care is open to all FPs and GPs in the Comox Valley. To learn more about the clinic, [CLICK HERE](#) and to sign up or view the online schedule, [CLICK HERE](#).

Division Shared MOA Pilot Project

The Division Shared MOA pilot aims to support participating primary care clinics in the Comox Valley by developing an MOA pool (one or two casual MOAs depending on need and uptake) that can work across clinics. Contact: [Jacquie Kinney](#)

Doctor of the Day Program

The Division supports the Doctor of the Day program (Unassigned Inpatient Program) at the Comox Valley Hospital. For more information, contact Drs. Adrian Nasager and Erin Gregory at cvhpurplelead@gmail.com

Health Promotion

[The Health Promotion work](#) focuses on providing clear, consistent, and accurate information on healthy living strategies and highlighting the services available to our community members. Contact: [Ingrid Timmermans](#)

Hornby & Denman Islands: Care for Older Adults

To further enhance the islands' successful and homegrown, relational home support program by exploring virtual care options to bring together geriatricians and other relevant specialists with our local FPs, RNs and local home support workers, family and neighbour caregivers and other community organizations to keep frail eldercare closer to home. Contact: [Jacquie Kinney](#)

Long Term Care Initiative (LTCI)

Would you like to follow your patients into LTC? Local family physicians who include long-term care in their practice can participate in the Comox Valley LTCI. This initiative works to improve the care of all residents in LTC homes, through implementing [best practice expectations](#) for medical care and collaborating with physicians and care home teams in quality improvement initiatives. Joining this initiative provides mentorship and financial incentives for the care of these frail elders, including for attaching/admitting each patient (whether they are from your practice or unattached), annual care conferences, and medication reviews. For more information, physician lead, [Dr. Sue Hunter](#).

Recruitment and Locum Coverage

The Division provides support to physicians with practice advertising, candidate support, and locum coverage efforts. Support and coordination is offered for locum availability. Contact: [Recruitment and Retention Coordinator](#)

Virtual Care Coordination

In partnership with the Rural Coordination Centre of BC (RCCbc) the Division provides support for physicians who want to offer virtual care to their patients by supporting in-clinic technology solutions, MOA workflow, and patient set up and tech support. Contact the [Comox Valley Virtual Care Team](#).

Did you know that a free membership to the Division allows for unlimited access to Divisions initiatives and other benefits? Email the [Recruitment and Retention coordinator](#) for more information or apply directly at [the website](#).



Comox Valley Division of Family Practice Initiatives - *continued*



A Primary Care Network (PCN) is a region where community-based primary care providers are networked together and work collaboratively, providing comprehensive, patient-centred, team-based, and culturally safe care. This model puts the patient at the centre of their care team and supports comprehensive and efficient primary care for the community.

The current PCN in Comox Valley has 9 family physician clinics with collocated PCN allied health staff embedded in their teams. PCN staff are also based at the Health Connections Clinic in Courtenay. A group of PCN supported physicians provide primary care at the Foundry Comox Valley. The PCN supports new to practice and group physician contracts.

PCN allied health also work directly with local vulnerable populations, supporting the Island Health operated Health Connections Clinic.

The PCN is designed to adapt to new healthcare needs as they arise. Together we continue learning by hearing from members and patients about what is working well, and what new services could be beneficial.

The Health Connect Registry (see next page) supports any new physician contracts created through the PCN.

Current Allied Health Team:

- Social Workers
- Mental Health Clinicians
- Registered Nurses
- Nurse Practitioner
- Primary Care Clinical Pharmacist
- Dietician
- Indigenous Wellness Advocate

Family Physicians and Medical Office Administrators work together with the Allied Health Care team members.

Early Adopter PCN Clinics:

1. Cottage Medical Clinic
2. Courtenay Medical Clinic
3. Denman Island Clinic
4. Fifth Street Family Practice
5. Highland Family Practice
6. Hornby Island Medical Clinic
7. Sea Cove Medical Clinic
8. Southwood Medical Clinic
9. Westward Medical

Patients are supported:

Through timely, comprehensive, and coordinated care as part of a care team

Family doctors get more support:

- Convenient access to an array of clinical services.
- Support to care for patients with complex care.
- Support with team-based care

The PCN partners:

- Comox Valley Division of Family Practice
- Island Health
- First Nations Health Authority
- Local Indigenous Community



For more information please contact comoxvalleypcnadmin@comoxvalleydivision.ca or [visit our website](#) for back issues of our PCN Update newsletter.

Comox Valley Division of Family Practice Initiatives - *continued*

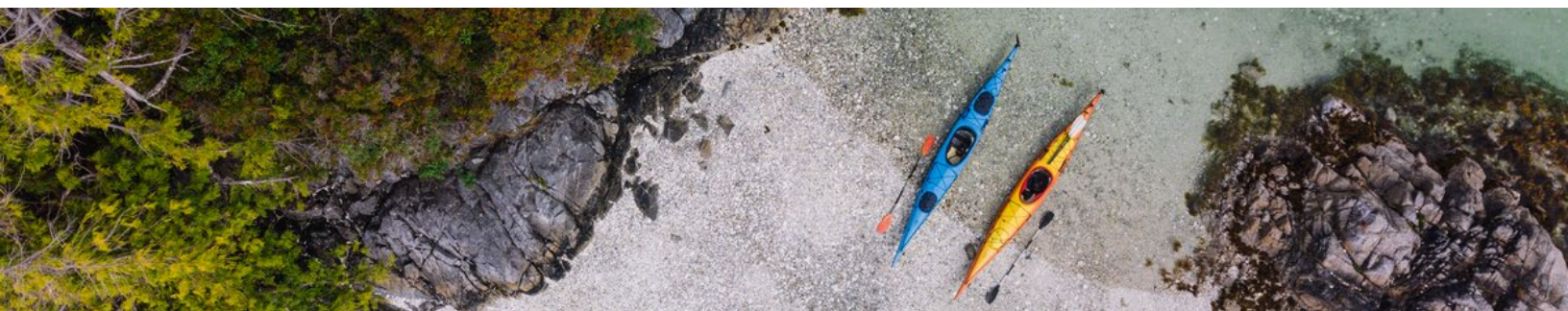
Health Connect Registry (HCR) – a patient waitlist



The Health Connect Registry (the Registry) is a centralized, geographically based patient waitlist for the Comox Valley. [Patients can self-refer online](#), or by calling 811. The Primary Care Network (PCN) of the Division of Family Practice supports registered patients' attachments to family practices and is handled as a first come, first serve basis with the consideration to priority referrals.

The Registry is being used to build new panels, and to support maintenance of a balanced panel as space becomes available in family practices. Physicians and Nurse Practitioners may elect to accept only one patient or may set up a regularly recurring referral to a maximum number of patients, or anything in between. Panels are being built with careful consideration of the wishes of family physicians and nurse practitioners to ensure an achievable workload.

If you would like more information about the Registry and how it can be a tool to support patient attachment at your clinic, please contact [Lisa McDougall-Lee](#), PCN Coordinator.



Pathways for Care Providers

[Pathways](#) is an online resource that helps to *streamline and optimize patient referrals*. It provides physicians and their staff quick access to current and accurate referral information, including wait times and areas of expertise of specialists and specialty clinics. Pathways also provides access to hundreds of patient and physician resources, community services, and allied health information that is categorized and searchable.



Pathways for care providers is a free resource for members of the Division. Please email your local Pathways Administrator, [Alida Sklarski](#), with any questions or to create an account.

Pathways Public Resources

[Pathways Medical Care Directory](#) is a province-wide public directory that helps people connect to care. It includes individual family doctor and maternity care provider listings and information about local walk-in and urgent care clinics for patients who don't have a family doctor. *To be listed on the Pathways Medical Care Directory please provide your details [here](#).*

[Pathways Community Service Directory](#) is a public directory that helps people find a wide variety of local community services all in one place.

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
- Harbourview Therapeutic Massage – (250) 339-2233

Courtenay

- Brenda Hall - (250) 334-8854
- Comox Valley Acupuncture - (250) 334-3630
- Rehabilitation in Motion (RIM) - (250) 334-9670
- Joanie Chestnut - (250) 331-0994
- Summit Massage - (250) 897-3431

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.

- Dr. Russell Williams (russell.williams@ubc.ca)
- Dr. Carol Coxon, Psychiatrist (250-890-3712)

** Find more extended health services on the Pathways website;
<https://comox-valley.pathwaysbc.ca/>

Acupuncture

Comox

- BodyWorx Physio (250) 339-5540
- Coastal Physio & Sports Rehabilitation (250) 890-9142
- Comox Valley Acupuncture (250)-334-3630

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)-941-1555
- 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

Courtenay

- CATE Athletic Therapy (250) 924-3443
- Fit Chiropractic & Sport Therapy (250) -871-3674
- Gentle Hands (Jennifer Bird) – (250) 897-0010
- The Joint - (250) 331-1200
- Rehabilitation in Motion (RIM) – (250) 334-9670
- Comox Valley Physiotherapy (250) 338-8121

Cumberland

- Perseverance Physiotherapy and Wellness Centre (250) 400-5432
- Full Moon Physiotherapy (778) 992-1317
- Cumberland Physio and Yoga (250) 465-2652



COMMUNITY PHARMACIES

Pharmacy Communication Tip Sheet for easy communication with the pharmacy

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 Pharmicare, 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 Pharmicare and Blue Cross - Call 1 800 663-7100 to request copy of Special Authority Status



Community Pharmacies – *continued*

Pharmacies & Direct Lines

Comox

- Drug Store at John's Independent Grocer – (250) 339-7651
- Medicine Shoppe – (250) 339-5050
- Comox Pharmasave - (250) 339-4563
- Comox Rexall – (250) 339-2235
- Shoppers Drug Mart – (250) 890-9327

Cumberland

- Cumberland Pharmacy (250) 400-3456
- Guardian – Cumberland Health Centre Pharmacy (250) 331-8510

Oyster River

- Pharmasave Bridge Rx 1-778-420-4311

Courtenay

- Costco Pharmacy – (250) 331-8710
- Living Room Pharmacy – (250) 338-5665
- London Drugs – (250) 703-2838
- Courtenay Rexall – (250) 334-2481
- Superstore – (250) 334-6935
- Walmart Pharmacy – (250) 898-8955
- Pure Integrative Pharmacy Courtenay – (250) 871-7900
- Courtenay Pharmacy – (250) 871-8405
- Thrifty's – (250) 331-5101
- Loblaw Pharmacy – (250) 334-6935
- The Medicine Shoppe Pharmacy – (250) 338-4790
- 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 logarithm 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@comoxvalleydivision.ca).

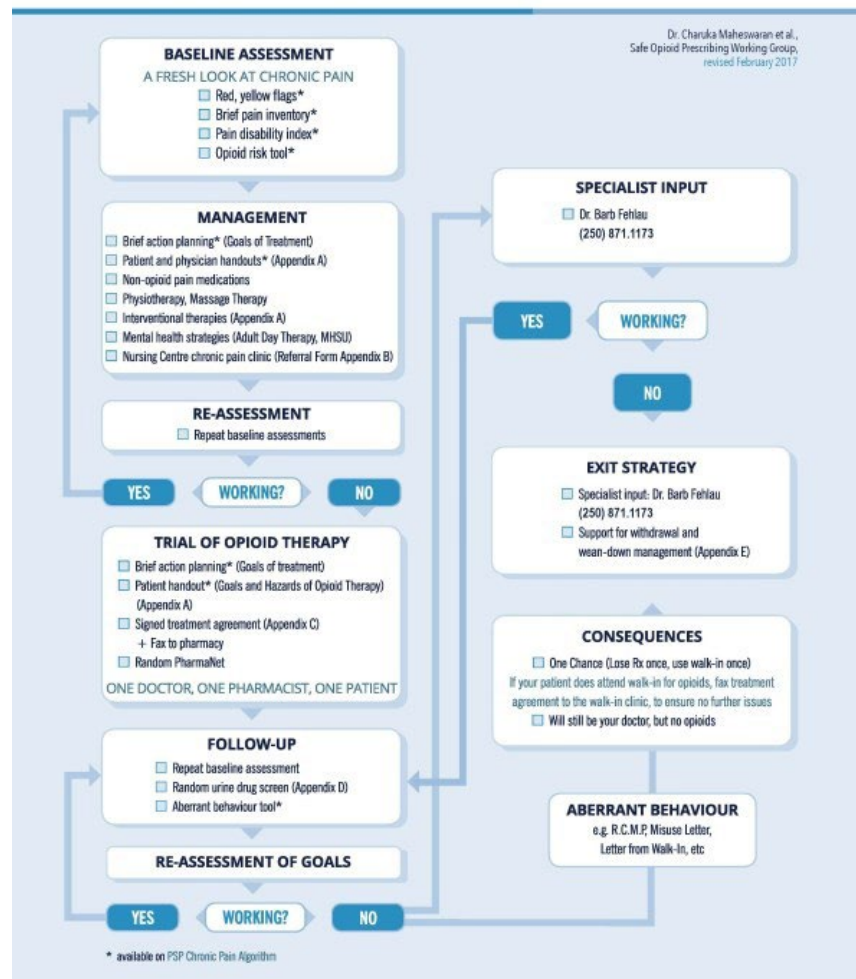
Pharmanet

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

COMOX VALLEY SAFE OPIOID PRESCRIBING ALGORITHM

Comox Valley
Division of Family Practice
A CPSC Initiative

Dr. Charuka Maheswaran et al.,
Safe Opioid Prescribing Working Group,
revised February 2017





Play



THINGS TO DO IN THE COMOX VALLEY

Hikes and Trails

Seal Bay Regional Nature Park

There are a number of trails at Seal Bay park. The trail to the beach is moderate with a considerable slope. The hill seems quite tame when going down, but on your way back up you will notice the long gradual incline. From the parking lot to the beach the main trail is somewhere around 1km each way.

MacDonald Wood

Located just minutes from central Comox, MacDonald Wood Nature Park is a 9 acre conservation area ideal for a nice stroll in the woods. The trails are well groomed and lead from the corner of Balmoral and Croteau Rd down to the shoreline.

Number 6 Mine

Located in Cumberland with Access from Dunsmuir Ave, Derwent Ave, and First Street, the #6 Mine Memorial Park contains a short 0.5 km dirt / stone & brick trail. This park was originally owned by the Union Coal Company which opened back in 1898.

Rotary Riverside Trail

The Rotary Riverside trail travels alongside the Puntledge River. The trail is about 1 km long and does contain some stairs.

Wildwood Interpretive Forest

Wildwood Forest is a large 682 acre nature park located between Burns & Piercy Roads. Trails connect with Piercy, Wildwood, Forest Hill, and Burns Rd. This park is a terrific place for a hike, mountain bike, or walk. The trails vary including active logging roads and an old rail grade.

Northeast Woods

The Northeast Woods Conservation Area can be accessed from Noel Ave, Guthrie Road, Cape Lazo School, and Lazo Marsh Conservation Area. The short 1.5 km loop is part of a much larger trail system. This area has a rare ecosystem including second grown and mixed forest, meadows, wetlands, wildlife, and native trees, all located just minutes from downtown Comox.

One Spot Trail

Located North West of Courtenay, One Spot Trail is a 2nd growth forest containing a variety of tree types. A large variety of wildlife can often be found including black tailed deer, woodpeckers, wrens, chickadees, and aquatic life.

Paradise Meadows

Paradise Meadows at Mt Washington offer a number hiking levels. There are a number of trails ranging from easy to difficult, and from 3-4 km to 20km+.

Nymph Falls

In the winter Nymph Falls Nature Park is a raging high current river. In the summer the waters calm down considerable and this beautiful spot becomes a busy swimming hole for many. The leisurely walk from the parking lot is roughly 600 meters. Dogs are welcome, even off leash if kept under control. There is also a picnic area complete with a few picnic benches.

Mountain Biking

Anyone that loves to ride bicycles knows that living in Comox Valley is a lucky place to live. From technical downhill to comfortable cross-country trails and beach cruising, there are options for everyone. Here are some websites with more information on trails and clubs:



Comox Valley Biking

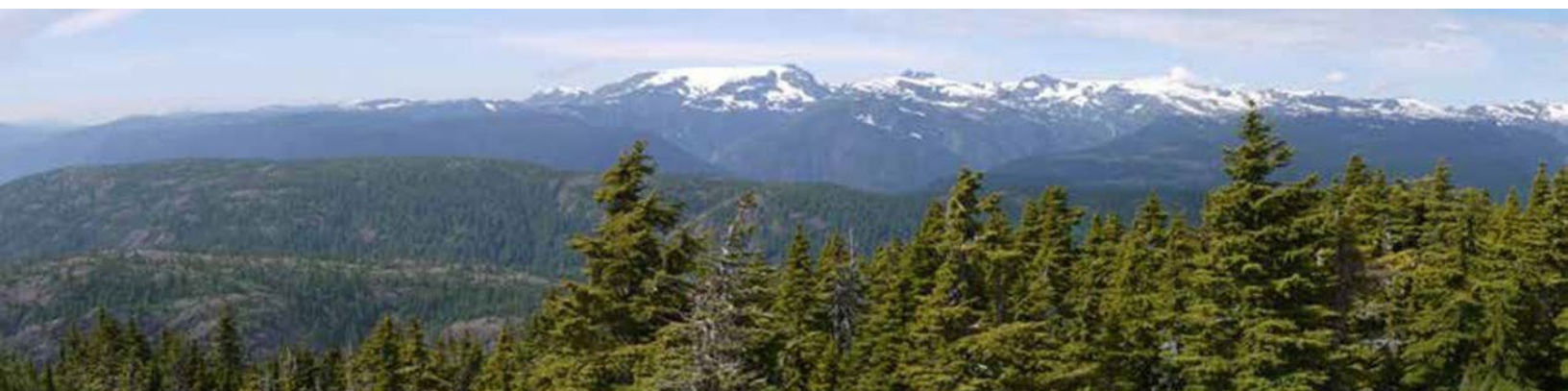
A website with all you need to know about Mountain biking in the Valley <https://www.comoxvalleyguide.com/recreation/biking/>

United Riders of Cumberland (UROC)

Non-Profit Society that promotes and supports the local Mountain Bike Community in the Comox Valley. Holds Women's riding group - Wednesday night rides - all levels of experience welcome! <http://www.unitedridersofcumberland.com/>

Comox Valley Cycling Club

Non-profit cycling club located in the Comox Valley with the main focus of encouraging participation in the sport of Road Cycling through sanctioned road-races and time trials throughout the year and with an emphasis on Junior rider development. <http://comoxvalleycycleclub.ca/>



THINGS TO DO IN THE COMOX VALLEY - *Continued..*

Skiing

Mount Washington Alpine Resort

Mount Washington Alpine Resort is located a half-hours drive from Courtenay and Comox. It offers world class downhill skiing and snowboarding, cross country skiing, snow shoeing, and snow tubing. <https://www.mountwashington.ca/>



Kayaking

Comox Valley Paddlers

The Comox Valley Paddlers Club brings together people who share an interest in paddling and outdoor recreation. All levels of paddlers welcome.

<http://comoxvalleypaddlers.ca/>

Comox Valley Kayaks & Canoes

Whether you are a beginner, an expert, or somewhere in between, they have the expertise to help you get on the water - with a lesson, a boat rental, or a boat purchase.

<http://www.comoxvalleykayaks.com>



Sailing

Comox Bay Sailing Club

<http://comoxbaysailingclub.ca/>
A not for profit organization that promotes competitive and recreational sailing in

dinghies and keelboats in the Comox Valley. The Comox Bay Sailing Club operates an all ages Sail Canada certified sailing school that is active throughout the spring, summer and fall.

Social Clubs

Comox Valley Sports and Social Club

The Comox Valley Sports & Social Club offers adults a variety of recreational sports leagues, tournaments and social events that get people out of the house and having fun.

<http://www.comoxvalleysports.ca/>

Visit a local Vineyard

40 Knots

Cellar Tasting Lounge Hours: Tuesday to Sundays & Holidays 11:00 a.m. to 5:30 p.m

<http://www.40knotswinery.com/>

Beaufort Winery

Various days for tasting visit website for more information.

<http://www.beaufortwines.ca>



Dance Companies

Pantuso

<http://www.pantusodance.com/>

Laurie Tinkler School of Dance

<http://www.laurietinkler.com/>

Triple Heat Dance

<http://tripleheatdance.com/>

Adult Choirs in Comox Valley

Celebration Singers

<http://www.celebrationsingers.ca/>

Letz Sing

<http://www.letsing.com/>

Choral Valley

<http://www.choralvalley.ca/>

Island Voices Chamber Choir

<http://www.islandvoiceschamberchoir.bc.ca/>

Performing Arts

Sid Williams Theatre

250.338.2430 | <http://sidwilliamstheatre.com>





CONTACT US

For Division administration, committee involvement or general enquiries:

- Matt Youens, Executive Director
myouens@comoxvalleydivision.ca
- Judy Darby, Executive Assistant
jdarby@comoxvalleydivision.ca



For recruitment, retention or community support:

- Ingrid Timmermans, Recruitment Coordinator
comoxvalleyrecruitment@comoxvalleydivision.ca

If you are a member of the Comox Valley Division of Family Practice visit the Members section for more information and resources. If you like to become a member, sign up here:

<https://divisionsbc.ca/user/register>

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/>

