

RICHMOND PCN COVID-19

PHONE TRIAGE SERVICE



Service Mon–Fri 09:00–18:00
dependent on staff availability

RICHMOND GPs AND THEIR STAFF, YOUR PATIENTS CAN CALL **604.278.9711** EXT 4153

phone service triage teams can include the PCN admin coordinator, nurses, and mental health counsellors, and will adapt to volume + need

IMPORTANT: PENDING DEVELOPMENTS, THIS SERVICE WILL FUNCTION AT LEAST UNTIL FRIDAY, APRIL 3. WE WILL BE REVIEWING PROCEDURES ON A CONTINUOUS BASIS.

IF YOU ARE **NOT** A RICHMOND GP, PLEASE DIRECT PATIENTS TO healthlinkbc.ca OR TO DIAL:

811

Working together with Richmond family physicians, we're here to help

screen patients for symptoms + triage accordingly

provide education and advise patients on resources

ease anxiety, connect to counsellor/online group therapy

reduce COVID-19 related calls and visits to the GP office

urgent?



IF urgent, the PCN triage team will call the GP directly.

Important: Please provide RDFP (rdfpCOVID@divisionsbc.ca) with your private contact number for urgent information regarding your patients. All other non-urgent communication will be delivered via fax.



available in many languages

*dependent on staff availability

ENGLISH

CANTONESE

MANDARIN

HINDI*

PUNJABI*



the PCN triage team will follow up with patients if required

