

FOR IMMEDIATE RELEASE

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## **The Doctors Are In – Find Them Online**

*A new online directory helps Surrey and North Delta patients access their family doctors virtually by telephone or video.*

### **Surrey, British Columbia**

Since the COVID-19 pandemic began, many family doctors have moved to offer virtual appointments. But finding out which doctors are available virtually and how to set up an appointment has not always been straightforward. A new directory aims to change that.

The new Pathways BC Virtual Care Directory, [www.pathwaysbcvirtualcare.ca](http://www.pathwaysbcvirtualcare.ca), is a free tool for patients across British Columbia to look up their doctors, find out whether they're providing virtual care, and how best to connect with their offices to set up a virtual care appointment.

This week, the directory launched in Surrey and North Delta. With over 120 family doctors and clinics listed, and more being added, the Pathways Virtual Care Directory aims to reach patients who have a family doctor already as well as those who do not.

“We want to ensure that our patients are receiving appropriate and timely treatment for their medical concerns,” says Dr. Baldev Dhillon, a local doctor and co-chair of the Surrey-North Delta Division of Family Practice. “Doctors in Surrey and North Delta continue to provide care for their patients and the community virtually via telephone and video calls. This new virtual care directory will help our patients access their family physicians more readily.”

Dr. Kathleen Ross, President of Doctors of BC, adds, “It’s very important to continue seeing your family doctor for ongoing care especially if you have long-term or chronic conditions. Family doctors know their patients best and understand their patients’ medical histories and needs.”

Patients with a family doctor can search for their physician by name. The directory includes a comprehensive profile of the physician, as well as details about how they are providing care for their patients during COVID-19, as well as telehealth or virtual care options that may be available.

People without a family doctor can enter the name of their community (Surrey or North Delta) into the directory to find local physicians who are accepting new patients or clinics that may be seeing walk-in patients, either via telehealth or video. Supported by teams of local doctors, these new clinics will help people find and establish relationships with family doctors in the community.

Additionally, the Pathways BC Virtual Care Directory features practical patient resource materials about COVID -19. A team of physicians reviews the Pathways COVID-19 content weekly to ensure it is up to date. The materials range from tips for parenting during COVID-19 to cleaning your home to dealing with anxiety.

Virtual care is covered by the BC Medical Services Plan (MSP) like any other doctor visit.

### **About Pathways**

Pathways is a non-profit organization supported by a partnership between Doctors of BC and the British Columbia Ministry of Health.

Pathways was originally created by family doctors and their staff to share information among professionals about specialists, referrals, community services and useful patient resources. In response to COVID-19, the medical community is expanding the public side of the website to provide information about accessing family doctors virtually, connecting to virtual care clinics, and downloadable resources on various topics including COVID-19.

### **About the Surrey-North Delta Division of Family Practice**

Established in 2010, the Surrey-North Delta Division of Family Practice is comprised of nearly 400 physicians at various career stages, 40 resident doctors and 200 Medical Office Assistants from across Surrey and North Delta.

The Surrey-North Delta Division of Family Practice brings together family doctors to enhance the delivery of health care services in the community. It is a member-driven non-profit society, created by and for doctors, who understand the needs and realities of serving a community as large and diverse as Surrey and North Delta.

The Division is funded by the Government of BC and Doctors of BC.

More information about the SNDFP can be found here: <https://www.divisionsbc.ca/surrey-north-delta>

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