

Tuesday, April 21, 2020

Most Family Doctors Are Still Seeing Patients

Doctors in Surrey, South Surrey, North Delta and White Rock Are Now Offering Virtual Care

A Joint Statement from the Surrey-North Delta and the White Rock South Surrey Divisions of Family Practice

As British Columbians have heeded the call to stay at home amid COVID-19 concerns, many of our Family Physicians across the province are reporting a record low number of patients making appointments.

This may be because people are unaware that family physicians are providing care. Locally, in the communities of Surrey, South Surrey, North Delta, and White Rock, family physicians are still seeing patients virtually, and in-person when necessary.

On April 3rd, Doctors of BC released a statement to let the public know that most BC Doctors are still available if needed. “Family doctors know their patients best—they know their medical histories, their families, and understand their needs. Many medical issues can be assessed and treated by phone and video.” says Doctors of BC President Dr. Kathleen Ross “”

“Both divisions in White Rock-South Surrey and Surrey-North Delta have been working hard in collaboration with Fraser Health and other partners, on strategies to support and enable our physician members to respond to the COVID-19 emergency effectively and to continue providing health care services to the residents in our communities under these challenging circumstances.” Said Tomas Reyes, Executive Director of the Surrey-North Delta Division

Our goal has been to ensure that primary care remains accessible to all patients, including those without a family doctor. To that end, some of the initiatives we have been undertaking include:

- Creating COVID-19 general information phone lines in eight different languages
- Creating a Virtual Clinic for patients who are concerned they may have COVID-19 symptoms but who do not have a family physician
- Offering centralized COVID-19 physical assessment and testing facilities. Check the BCCDC website for locations and hours of operation
- Coordinating with community organizations to ensure we meet the needs of our vulnerable populations including new immigrants and those with insecure housing

“We want the people of Surrey, South Surrey, North Delta and White Rock to know that if they need non-emergency medical care, their family physician is still the best person to contact, and for residents with no family doctor, we have options to support them as well.” Nancy Mathias, Executive Director of the White Rock-South Surrey Division of Family Practice.

About the Surrey-North Delta Division of Family Practice

Established in 2010, the Surrey-North Delta Division of Family Practice is comprised of over 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.

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

About the White Rock-South Surrey Division of Family Practice

Since its inception in 2009, the White Rock-South Surrey Division of Family Practice has made great strides with initiatives towards ensuring everyone in the community has access to a family doctor, enhancing care for vulnerable patients, and building a sustainable pool of local doctors through locum and recruitment programs.

It is now more than 180 members strong. The Division will continue to explore new ways to enhance the delivery of family medicine in White Rock-South Surrey, as its members are committed to building a healthier community for all.

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

Divisions of Family Practice are funded by the Government of BC and Doctors of BC.