

HEALTH CONNECT REGISTRY

10.21.2022



VICTORIA
PRIMARY
CARE
NETWORK



INTRODUCTION

ALYSSA BEURLING

Health Connect Registry

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OUTLINE FOR TODAY



HEALTH CONNECT REGISTRY



Register for the Health Connect Registry

Collection notice

The personal information provided will be used for the purpose of finding you a family doctor or nurse practitioner and in compliance with BC Privacy legislation under section 26(c) and (e) of the Freedom of Information and Protection of Privacy Act. Your information will be shared with the Ministry of Health, health authorities, Divisions of Family Practice and local family doctors and nurse practitioners for the purpose of attachment.

If you have any questions about our collection or use of personal information, please direct your inquiries to the Manager, Design & Delivery, PO Box 9636 STN PROV GOVT, Victoria BC V8W 9P1, (604) 215-8107.

Eligibility

I am applying for *required*

- Myself
- Myself and my family
- A person in my care



Looking for a family doctor or nurse practitioner?

The Health Connect Registry can help

Go to healthlinkbc.ca/health-connect-registry

And register yourself, your family or others under your care.
When a provider becomes available, you will be contacted.

Telephone assistance is available by calling HealthLinkBC at 8-1-1,
or for the deaf and hard of hearing, 7-1-1.
Translation services are available.



Victoria Primary Care Network



WHAT CAN THE HCR DO FOR YOUR CLINIC

- Attach patients with ease from the HCR
 - Select self registered patients or more complex priority patients
 - Request any number of patients, no amount is too small
 - Personalized service to suit your clinic; we contact the patients first with the information you wish us to provide including any forms you wish the patient to complete in advance of their intake appointment
- Use the HCR as a divert for patients looking for a provider
 - Use the link to the HCR on your website for patients to self register
 - Provide the HCR website address & contact number on your clinics voicemail to divert patients that are looking to register on a waitlist (*we can provide key messages to help*)
 - We can provide you with posters and rack cards that contain a QR code, website address & phone number for patients to self register
 - Patients can register themselves and their family members and those they provide care for

PRIORITY REFERRAL SERVICE OVERVIEW

Victoria PCN in collaboration with Western Communities & Saanich Peninsula PCN

Victoria

Gemma Rose

Attachment Coordinator

Victoria Primary Care Networks

Phone: 778-698-2997

Referral Fax: 778-698-4569

Email: grose@victoriadivision.ca

CHELSEA WOZNIAK RN MA
DIRECTOR OF PRIMARY HEALTH CARE AND COMMUNITY
LUTHER COURT SOCIETY



A photograph of a whale's tail fluke emerging from the ocean. The tail is dark grey with two lighter, saddle-shaped patches on each side. The water is a deep blue with white foam from the whale's exit. The sky is a pale, clear blue.

SUCCESS STORIES

SUCCESS STORIES

Jonathan, Social Worker

I have used the PCN's New Patient Priority Referral service twice now to connect vulnerable patients to a GP as part of our discharge planning from acute care.

- I appreciate the brevity of the referral form. It's the right balance of write-in and tick boxes; it's not laborious or time-consuming to complete.*
- I am really impressed with the responsiveness of the service. In each instance, I quickly received a call from Gemma (a pleasure to deal with), who stayed in touch with me over several days while she worked to place our patients with a clinic. I think the communication has been great overall.*
- Generally very happy with the process!*

SUCCESS STORIES

Dan, MOA

The Health Connect registry has been pretty smooth in my opinion so far, there is good communication and the priority referrals are a great way to give high-risk patients access to care quickly. It is also convenient how patients are given info from the registry before we contact them. When we call, many patients are already prepped on how the clinic works which streamlines the booking process.

Anyway, it has been a huge load off our shoulders in terms of attaching patients, we had tried a few different methods in the past for attachment and everything seemed to create stress for both patients and staff, so cheers for taking on this huge task.

SUCCESS STORIES

Amanda, patient attached via HCR

I have lived on the island for 11 years now and have truly struggled with receiving any health care. It has caused me to hold out on seeking care at walk-ins until I was very sick. No preventive care, no check-ups. I have gone without seeking assistance for issues that could turn into more serious things in the future. Since the pandemic access to walk-ins has gotten even harder. Having a baby recently has increased fears around getting him quick care and appropriate preventive care.

Signing up for the Health Connect Registry was so easy! I wasn't sure anything would come from it but I was pleasantly surprised when I received a call for an appointment with a doctor who would accept my new baby and partner.

We recently had our intake appointment and I don't think we stopped smiling the rest of the day. We walked out with prescriptions, requisitions and a follow up appointment for regular check-ups for baby. Best of all piece of mind. We are very thankful to finally have a family doctor!

Thanks!

SUCCESS STORIES

Patient responses

"As a clinical social worker myself, I support the model of a primary care team"

"I appreciate your help so much you have no idea"

"Thank you again for reaching out to us in our time of need. Really appreciated"

"My wife and I are so pleased to get this response from you after trying for some time to get an attachment to a clinic, doctor or practitioner. This gives us hope for the future at our age"

"I'm happy to know that I just need to wait now"

"I'm excited for the opportunity to get a Doctor"

"Thanks so much Gemma. You're a lightworker, so lovely to interact with people like you, it really truly makes a difference in our world"





THANK YOU!

