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# Introduction to the Health Connect Registry



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# HealthLinkBC

HealthLinkBC (HLBC) is uniquely positioned to provide equitable access to quality and trusted health information and advice to all British Columbians anytime of the day or night, any day of the year.

HLBC is also able to gather valuable data at a provincial level that provides insight into the experiences, questions, concerns and needs of citizens that can be leveraged to identify trends and gaps that inform health system planning. This includes informing access and attachment.

# What is the Health Connect Registry?

The Health Connect Registry (HCR) is a centralized primary care registry that is one of the main mechanisms used to support primary care attachment provincially.

The tool supports and streamlines processes related to accessibility and attachment while balancing the needs of both patient and provider.

# HCR - Meeting the Need

Several key factors supported the introduction of the Health Connect Registry within B.C. These included:

- No consistent process or centralized location for British Columbians to indicate that they need access to a primary care provider
- No measurement tool exists to provide an accurate representation of the number of British Columbians who are not attached to a primary care provider or are actively seeking a primary care provider (whether or not they are currently attached)
- No provincial mechanism existed to track the number of individuals successfully attached to a to a primary care provider as a result of system intervention, program or initiative

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# HCR – Patients Benefits

- Registration accessibility is 24x7, online or by phone
- Registration supports available for deaf, hard of hearing or speech-impaired; and in over 130 languages.
- Centralized tool supports a consistent registration experience for all, regardless of their location in British Columbia.
- Simple and easy to use process that allows for the patient to indicate their need for a provider
- Allows for the registration of the individual, their family members, and/or persons in their care
- Support consistent communication for clients on PCN and attachment related activities
- Allows for immediate way finding and health advice

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# HCR – Provider Benefits

- Removes requirement to maintain independent waitlists
- Redirects capacity related inquiries from the PCN clinic offices to HealthLink BC online or 8-1-1 allowing for better use of resources
- When capacity is identified, access to centralized patient information supports quick attachment
- Quality assurance practices support accurate up to date patient information
- Supports expedited attachment process within community for emergent need patients

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# HCR – Active PCN Communities

- As of March 1, 2021 there are three PCNs who have launched the Health Connect Registry within their communities.
- Each community has elected to introduce the Registry in a different way, however all started with an initial “soft launch” with limited or no public engagement
- It is expected that an additional four communities will be introducing the Registry in their communities within the next 30 to 90 days.

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# HCR - Primary Stakeholders

With each successful introduction of the Health Connect Registry, there is a recognition of the importance of a strong partnership between all stakeholders involved. Each holds a unique accountability, however there is a common focus of improved patient access to a provider.

The primary stakeholders involved with the introduction of the Health Connect Registry within a community are the Primary Care Network and several points within the BC Ministry of Health.



# Role - Primary Care Network

- Maintain vital role of the primary point of patient interaction for the purpose of attachment to a care provider within the community, including attachment process and liaisons
- Actively inform the development of public facing communication materials including PCN specific community page through HealthLinkBC
- Establish local level processes and guidelines that meet the unique needs of the community while adhering to general Registry guidelines and principles
- Provide valuable user based feedback on the Registry and how it works within the community for the purpose of ongoing enhancement and improvement

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# Role - Ministry of Health

Within the Ministry of Health there are four primary areas that support the introduction and management of the of the Health Connect Registry. These are:

- Planning & Implementation Office
- Communications & Stakeholder Engagement
- Government Communications & Public Engagement (GCPE)
- HealthLinkBC

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# MoH - Planning & Implementation

- Primary point of support and guidance to a PCN as they work towards a readiness point to consider Registry implementation
- Support funding requirements and overall Registry governance
- Ensure Registry alignment with Ministry strategic goals
- Support the identification of and discussions related to PCN resource shortages

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# MoH - Communications & Engagement

- The Ministry of Health Communications and Stakeholder Engagement team work in collaboration with Government Communications and Engagement
- Primary focus is on assuring community communications are in alignment with Ministry and Government strategic goals and that any main stream media, social media, or marketing is approved and aligns with HCR launch planning
- Act as a point of contact for health authority communications teams

# MoH - HealthLink BC

- Provide / support public access to the Registry online (HealthLinkBC.ca) or by phone (8-1-1) 24 hours a day, 7 days a week
- Guide PCN through Registry implementation from a user perspective and provide ongoing support and issue management through HCR Support team
- Manage Registry access/usage, maintenance, data quality, and future state enhancements
- Actively collaborate with PCN and other communications stakeholders in the development and updating of Registry specific communications, such as Community page

# HCR - Implementation

The path to introducing the Health Connect Registry is designed to build knowledge and comfort in the tool, but also supports the development of a strong partnership between all stakeholders involved. Understanding the PCN and their community needs is important in supporting a successful launch of the Registry.

Implementation activities include:

- Technical walk through the public and Administrative Interface
- Development of PCN HCR online presence and communications
- Assessing community need for merging existing waitlists and planning best approaches
- Developing launch approach and timelines
- Training of those within the PCN who will be accountable for attachment related activities within the community
- Post Launch support

