

Primary Care Network Core Attributes

- 1 Process for ensuring all people in a community have access to quality primary care, and are attached within a PCN.
- 2 Provision of extended hours of care including early mornings, evenings and weekends.
- 3 Provision of same day access for urgently needed care through the PCN or an Urgent Primary Care Centre.
- 4 Access to advice and information virtually (e.g. online, text, e-mail) and face to face.
- 5 Provision of comprehensive primary care services through networking of PMHs with other primary care providers and teams, to include maternity, inpatient, residential, mild/moderate mental health and substance use, and preventative care.
- 6 Coordination of care with diagnostic services, hospital care, specialty care and specialized community services for all patients and with particular emphasis on those with mental health and substance use conditions, those with complex medical conditions and/or frailty and surgical services provided in community.
- 7 Clear communication within the network of providers and to the public to create awareness about and appropriate use of services.
- 8 Care is culturally safe and appropriate.