

Primary Care Update

for the Central Interior Rural Region



PRIMARY CARE UPDATE FOR THE CENTRAL INTERIOR

from the CIR Collaborative Services Committee (CSC)

The Collaborative Services Committee (CSC) wants to update the communities of 100 Mile House, Williams Lake, and surrounding areas about the challenges we face locally in primary care. It is disheartening to see that many people in our region do not have a family care provider. We want to acknowledge the changes in health services and provide guidance on what people should expect in the upcoming months and how to navigate the system if they don't have a family doctor or nurse practitioner. Now, more than ever, we have to work together as a region to support access to health services and primary care.

Who is the Collaborative Services Committee?

The Collaborative Services Committee (CSC) is a partnership between the Central Interior Rural Division of Family Practice, Interior Health, Doctors of BC, Ministry of Health, and the Family Practice Services Committee. It also includes representatives from the local Nations, municipal government, emergency services, and other healthcare organizations to represent the full scope of shared responsibility for the health of the region. The CSC supports primary care planning, addresses issues in the health system, and promotes community health and wellness.

Newsletter Highlights

Primary Care Update for the CIR

Primary Care Current Situation

People Needing a Primary Care Provider

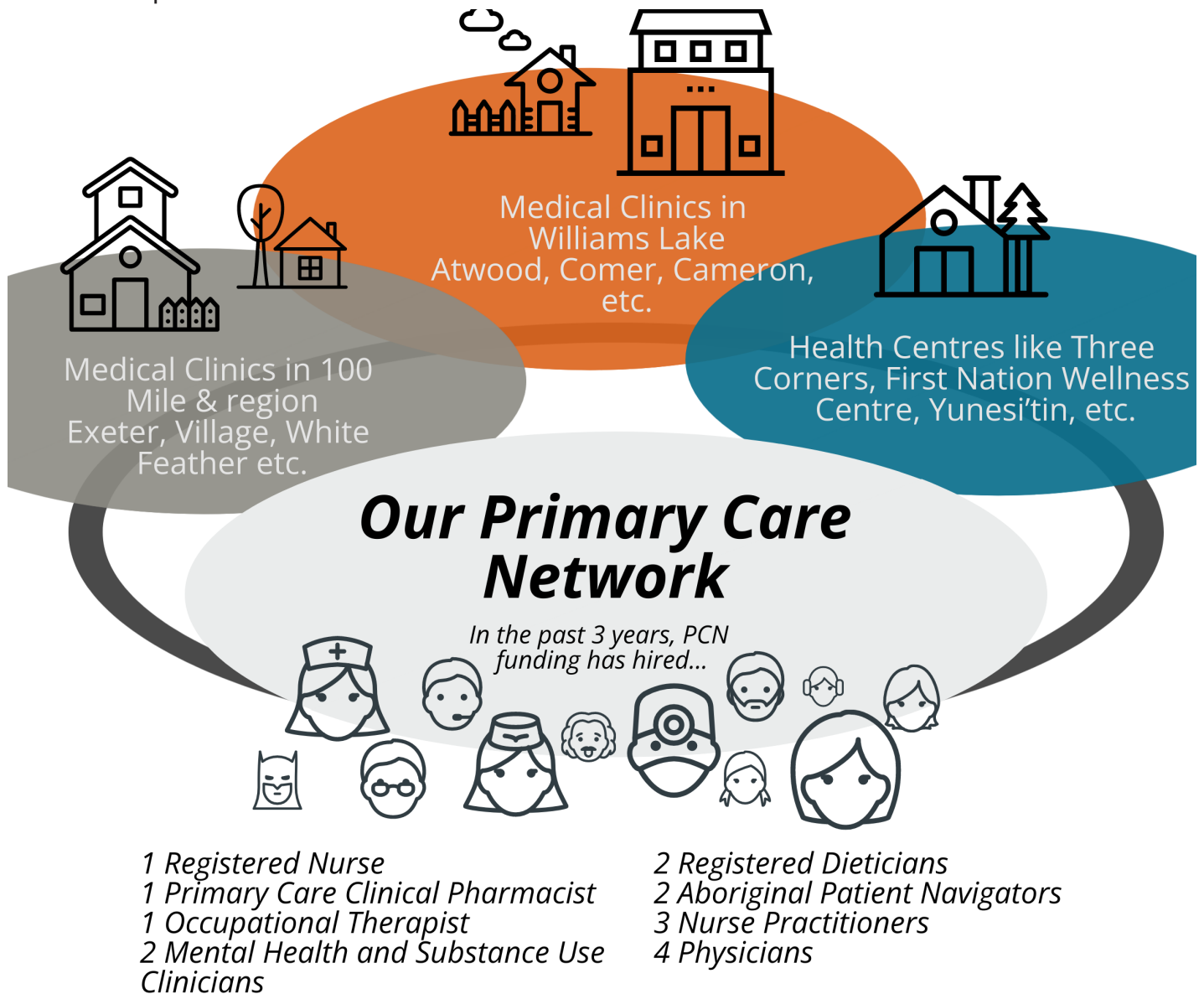
Available Primary Care Services

Appendices: Healthcare Services Brochures & Pamphlets

**Collaborative
Services
Committee**

WHAT IS THE CURRENT SITUATION IN PRIMARY CARE?

Primary care in BC is undergoing system transformation, including the development of Primary Care Networks (PCN). These are community-based networks of health care professionals and clinics working to provide team-based primary care services. The Central Interior Rural Primary Care Network (CIR PCN) is actively being built and developed in partnership with the Division of Family Practice, Interior Health, and First Nations partners.



We Know This is Still Not Enough...

We recognize that this is still not enough, and the significant human resource shortage in healthcare in BC and across Canada means that too many people are without a family care provider. Currently, there are over 870 vacant family doctor positions in BC alone, and we expect more retirements in the future.

Competing with other towns across the province and country for scarce resources in healthcare recruitment makes collaborating as a region more important than ever to support access to health services and primary care.



HOW MANY PEOPLE NEED A FAMILY CARE PROVIDER?

In 2019, when planning for the region's Primary Care Network, the Ministry of Health identified that 8,861 people in Cariboo-Chilcotin did not have a family doctor or nurse practitioner. Since the switch to the Health Connect Registry, a provincial centralized waitlist for patients without a family care provider, it has been challenging to determine the exact number of unattached patients. As of April 2023, approximately 3,000 people in our region are registered as needing a family care provider. However, this number is likely an underestimate because many people have not yet registered with the Health Connect Registry.

The CSC encourages anyone without a family doctor or nurse practitioner to register with the Health Connect Registry. This centralized waitlist is the appropriate way to find a family care provider, and we kindly ask the public to refrain from calling clinics as they are currently overwhelmed with calls and have no availability for new patients. Despite providers not accepting new patients, the attachment list is actively connecting patients when space becomes available, or a new provider starts a practice.

The public can call HealthLinkBC at 8-1-1 or visit: <https://www.healthlinkbc.ca/health-connect-registry/central-interior-rural>

to register with the Health Connect Registry for a family doctor or nurse practitioner.

A text overlay in a grey, handwritten-style font is positioned over a background image of hands holding a laptop. The text reads: "To appropriately plan and get funding for future medical services and providers, it's important to have an accurate number of how many people need a family care provider in the region." The background image shows a person's hands typing on a laptop keyboard, with the laptop screen visible in the background.

To appropriately plan and get funding for future medical services and providers, it's important to have an accurate number of how many people need a family care provider in the region.

**For health care planning purposes, the Cariboo-Chilcotin region includes 100 Mile House, Williams Lake and several smaller communities reaching from 70 Mile House to Alexandria and encompassing communities to the East and West of Williams Lake, including 12 First Nations Communities.

HOW CAN I SEE PRIMARY CARE DOCTOR OR NURSE PRACTITIONER?

Virtual options for seeing a primary care doctor or nurse practitioner are still available. The CSC has developed a comic series to help patients understand the available services in the region in a simple, easy-to-read format on page 5-7 of this newsletter. In addition, pages 8-13 contain posters and brochures about available healthcare services for patients who do not have a family care provider.



Changes coming to primary care in the CIR...

Despite the challenges, CSC partners are exploring new service models and incentives to increase healthcare services in the region, and several of these are already underway. These new services aim to support team-based care, improve access to care for unattached patients, and make maternity services more accessible.

We are excited by the new service models being planned for the region, and believe they will positively impact the region's ability to recruit healthcare providers and patients' ability to access primary care. These new service models provide us with more options for recruitment, and allow us to redefine the way care is provided, improving access to care.

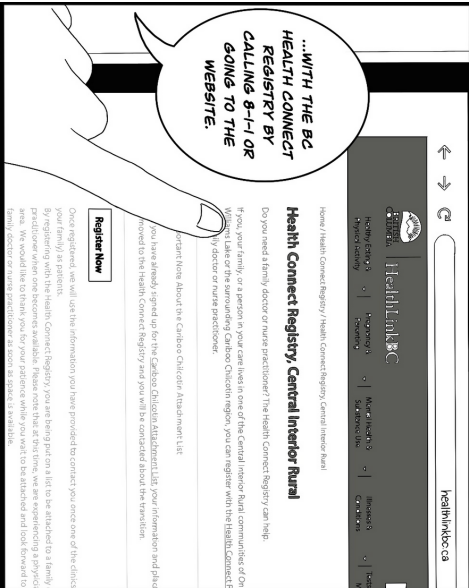
A PRIMARY CARE SERIES COMIC

HOW DO I REGISTER WITH THE HEALTH CONNECT REGISTRY



HI MOM!

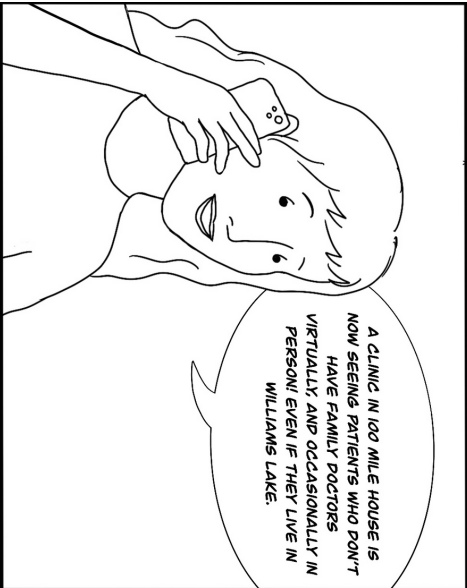
HI DEAR!



...WITH THE BC HEALTH CONNECT REGISTRY BY CALLING 8-1-1 OR GOING TO THE WEBSITE.

Health Connect Registry - Central Interior Rural

Register Now



A CLINIC IN 100 MILE HOUSE IS NOW SEEING PATIENTS WHO DON'T HAVE FAMILY DOCTORS VIRTUALLY AND OCCASIONALLY IN PERSON EVEN IF THEY LIVE IN WILLIAMS LAKE.



PID YOU LOOK AT THE WEBSITE I SENT YOU? THE HEALTH LINK ONE?



I ADDED MYSELF TO THE WAITLIST YESTERDAY. IT WAS EASY! I ENTERED MY PERSONAL HEALTH NUMBER, MY HOME ADDRESS, AND TO ANSWER A FEW QUESTIONS.



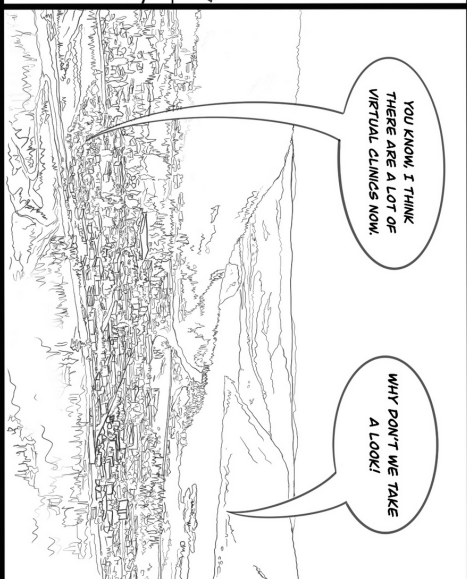
THAT'S WONDERFUL DEAR. I SHOULD TELL MY FRIEND ABOUT THE VIRTUAL CLINIC. SHE'S BEEN LOOKING FOR A DOCTOR.



YES! IT SAYS YOU CAN REGISTER FOR A FAMILY DOCTOR IF YOU DON'T HAVE ONE...



IT'S BEEN AWHILE SINCE YOU'VE HAD A FAMILY DOCTOR, AND IT WILL BE NICE WHEN YOU DON'T HAVE TO GO TO THE ER AT THE HOSPITAL FOR ROUTINE THINGS.



YOU KNOW, I THINK THERE ARE A LOT OF VIRTUAL CLINICS NOW.

WHY DON'T WE TAKE A LOOK!

RESIDENTS OF THE CARIBOO-CHILCOTIN CAN REGISTER TO GET A PRIMARY CARE PROVIDER WITH THE BC HEALTH CONNECT REGISTRY BY CALLING 8-1-1 OR VISITING HEALTHLINKBC.CA/HEALTH-CONNECT-REGISTRY/CENTRAL-INTERIOR-RURAL

A PRIMARY CARE COMIC SERIES Cont...

HOW CAN I SEE A FAMILY DOCTOR OR NURSE PRACTITIONER VIRTUALLY IF I DON'T HAVE ONE?

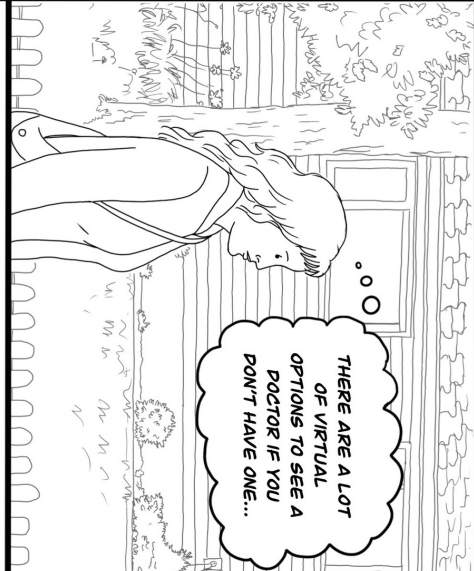


THAT WAS A GOOD TALK WITH MOM ABOUT VIRTUAL HEALTH CARE CLINICS.

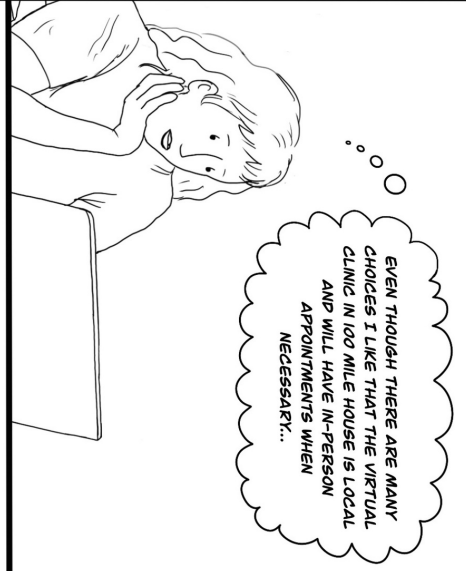
A LITTLE WHILE LATER:



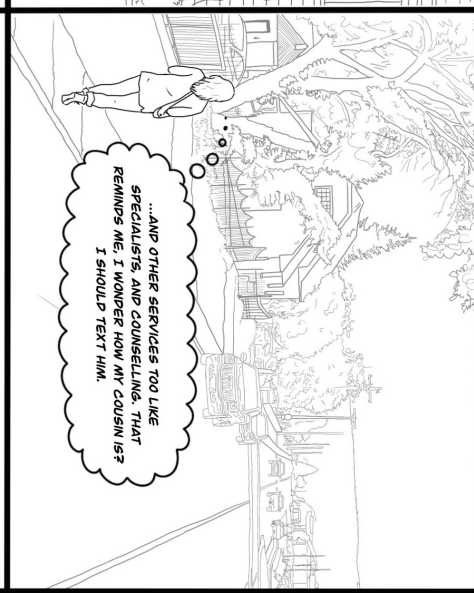
OK, TIME TO PICK A VIRTUAL CLINIC AND MAKE AN APPOINTMENT.



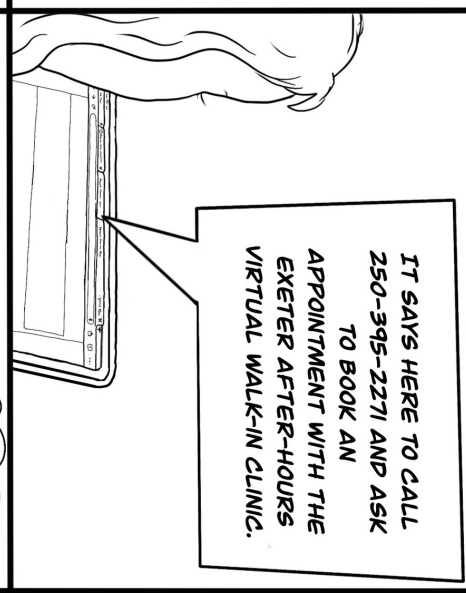
THERE ARE A LOT OF VIRTUAL OPTIONS TO SEE A DOCTOR IF YOU DON'T HAVE ONE...



EVEN THOUGH THERE ARE MANY CHOICES I LIKE THAT THE VIRTUAL CLINIC IN 100 MILE HOUSE IS LOCAL AND WILL HAVE IN-PERSON APPOINTMENTS WHEN NECESSARY...



...AND OTHER SERVICES TOO LIKE SPECIALISTS, AND COUNSELING. THAT REMINDS ME, I WONDER HOW MY COUSIN IS? I SHOULD TEXT HIM.



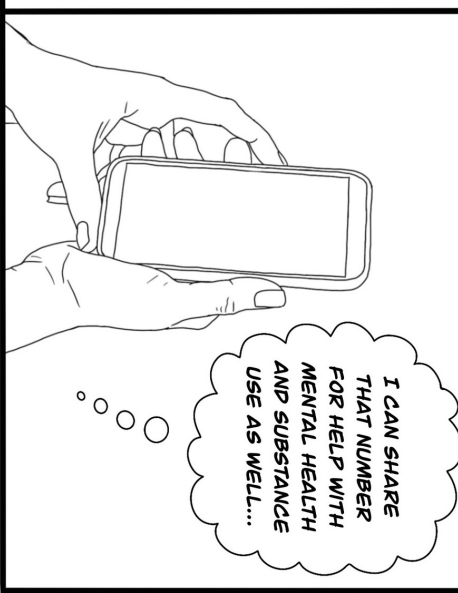
IT SAYS HERE TO CALL 250-395-2271 AND ASK TO BOOK AN APPOINTMENT WITH THE EXETER AFTER-HOURS VIRTUAL WALK-IN CLINIC.



I'M ALL BOOKED FOR NEXT WEEK. THAT WAS EASY!



I SHOULD TEXT MY COUSIN NOW TO CHECK IN ON HIM AND TELL HIM ABOUT VIRTUAL CLINICS HAVING COUNSELING APPOINTMENTS.



I CAN SHARE THAT NUMBER FOR HELP WITH MENTAL HEALTH AND SUBSTANCE USE AS WELL...

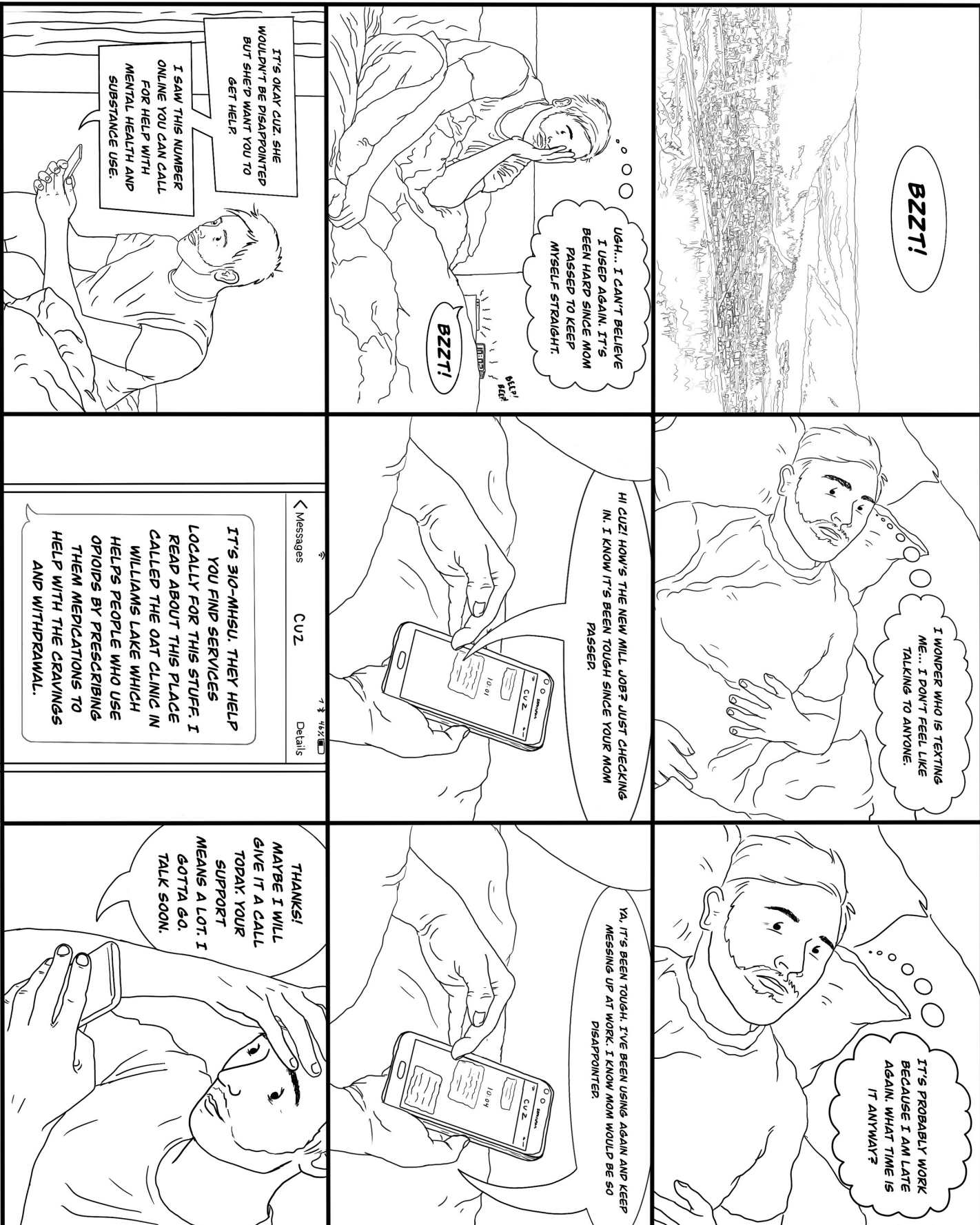
VIRTUAL HEALTH CARE OPTIONS:

- EXETER AFTER-HOURS VIRTUAL WALK-IN CLINIC
- TIA HEALTH
- CLOUPMPC
- VIRTUAL CLINICS+
- VIVA CARE
- MAPLE VIRTUAL HEALTH
- WALK-IN VIRTUAL CLINICS

- 250-395-2271
- TIAHEALTH.COM
- CLOUPMPCGA
- VIRTUALCLINICS.CA
- VIVACARE.CA
- GETMAPLE.CA
- WALKINVIRTUALCLINICS.CA

A PRIMARY CARE COMIC SERIES Cont...

HOW CAN I ACCESS MENTAL HEALTH SERVICES?



CALL 310-MHSU (6478) TO ACCESS MENTAL HEALTH SERVICES IN YOUR COMMUNITY

**310-MHSU OFFERS SUPPORT FOR:
-ONGOING DIFFICULTIES WITH MENTAL HEALTH CONCERNS INCLUDING ANXIETY, DEPRESSION, PARANOIA, PSYCHOSIS, OR IF YOU ARE UNSURE IF YOU NEED HELP
-ONGOING DIFFICULTIES WITH SUBSTANCE USE**

Join the BC Health Connect Registry Today!



**Looking for a family doctor
or nurse practitioner?**

The Health Connect Registry* can help

Go to www.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.



**Central Interior Rural
Primary Care Network**



*Replaces the Cariboo Chilcotin Attachment List.



LOCAL VIRTUAL CARE NP CLINIC

ACCESS VIRTUAL CARE LOCALLY IF YOU DON'T HAVE A FAMILY CARE PROVIDER

NEW

After Hours Virtual Clinic

Virtual appointments are now available with a local Nurse Practitioner



**To book an appointment call 250-395-2271
between 9am-2pm Monday-Thursday**

**Virtual Clinic Appointments take place after clinic
hours between 4pm-9pm**

This service is available for patients who do not have a Family Doctor or Nurse Practitioner.

VIRTUAL CARE CLINICS

VIRTUAL CARE IF YOU DON'T HAVE A FAMILY CARE PROVIDER

Primary Care Resources for Unattached Patients



This resource outlines health care services available for unattached patients in Williams Lake, 100 Mile House, and the Chilcotin region.

Unattached patients can access **primary care, including prescription services (excluding narcotics) through the virtual services listed below.** *Remind patients that not all virtual appointments are covered through MSP, and to always check coverage before booking an appointment.*

TELUS Health MyCare

Patients can access medical professionals, prescription services, and digitally monitor their health through their phone using the [Telus MyCare app](#)

Tia Health

Patients can access family doctors, specialists, nurse practitioners, physiotherapists, counsellors and more. Book an appointment online at www.tiahealth.com

Walk-In Virtual Clinics

Patients can book a video or telephone consultation online at www.walkinvirtualclinics.com

CloudMD

Patients can access primary care clinics, specialists, mental health services and more. Book an appointment at www.cloudmd.ca or through the [Save-on-Foods app](#)

Virtual Clinics+

Patients can access walk-in and family doctors by booking an appointment online at www.virtualclinics.ca

Viva Care

Patients can access general practitioners, specialists, pharmacists, walk-in doctors and counsellors. Book an appointment online at www.vivacare.ca

Maple Virtual Health Care

Patients can access GPs and prescription services by booking an appointment online at www.getmaple.ca, using the [Maple app](#), or speaking with a Shoppers Drug Mart pharmacist about the Maple Virtual Health Care options available in-store.

Patients can also call

HealthLink811 at 8-1-1 for free health information and advice.

For emergencies or urgent after hours care, patients can go to the ER at Cariboo Memorial Hospital or 100 Mile District General Hospital.

Where can patients find a primary care provider?

Patients can **register to get a primary care provider** with the BC Health Connect Registry by **calling 8-1-1** or visiting <https://www.healthlinkbc.ca/health-connect-registry/central-interior-rural>

If the patient identifies as First Nations, the following services are also available:



First Nations Doctor of the Day

First Nation patients and their family members can access virtual primary health care and prescription services through Doctor of the Day. Call **1-855-344-3800** to book an appointment

First Nations patients can access **additional primary care services through Nations Health Centres**, including nurse practitioner, mental health practitioner, lab technician, and medical transportation services.

Esk'etemc Health Services
Call 250-440-5611 or visit www.esketemc.ca/health/

Tsq'escen: White Feather Centre

Call 250-397-2717 or visit www.canimlakeband.com/programs/health-wellness/white-feather-center/

Xats'ull Health Station

Call 250-989-2355 or visit www.xatsull.com/departments/health/

T'ixel'c: Sugar Cane Health Station

Call 250-996-3507 or visit www.wlfn.ca/departments/health-station/

Three Corners Health Services Society (TCHSS)

Call 250-398-9814 or visit www.threecornershealth.org

Stswecem'c/Xgat'tem TCHSS: Xgat'tem Health

Call 250-440-5822 or visit www.threecornershealth.org

Stswecem'c Health

Call 250-459-7749 or visit www.threecornershealth.org



REICHERT & ASSOCIATES
PROGRAM EVALUATION & RESEARCH

VIRTUAL CARE CLINICS Cont...

VIRTUAL CARE IF YOU DON'T HAVE A FAMILY CARE PROVIDER

Primary Care Resources for Unattached Patients

Central Interior Rural
Division of Family Practice
A GPSC initiative

This resource outlines health care services available for unattached patients in Williams Lake, 100 Mile House, and the Chilcotin region.

Where can patients go for mental health services?



Community Mental Health and Substance Use Services is the main entry point for patients looking to get a referral for mental health and substance use services. They can help with concerns like anxiety, depression, paranoia, psychosis, and ongoing challenges with substance use.

Patients can call 310-MHSU for a referral for mental health services.

For immediate assistance, patients can call one of the following crisis lines 24/7:

- › Interior Crisis Line Network at **1-888-353-2273**
- › KUU-US (Indigenous) Crisis Line at **1-800-588-8717**
- › Métis Crisis Line at **1-833-638-4722**

Where can patients get at-home support and caregiving services?

Specialized Community Services Programs (SCSP) is the main entry point for adults looking to get a referral for home and community care, and help with chronic disease management. Services include:



Care management services (e.g., community nursing)



Palliative care services (e.g., hospice care)



Acquired brain injury services

Patients can call **1-800-707-8550, Option 2** for a referral to SCSP services (phone lines open Monday to Friday, 8am-4pm)

Looking for additional support? Check out allied health services!

Allied health professionals can help prevent, diagnose, and/or treat a range of conditions and illnesses **things like: disability, chronic disease and mental health.** Allied Health professionals may include:

- Respiratory therapists
- Social workers
- Chiropractors
- Pharmacists
- Massage therapists
- Physiotherapists
- Orthotists
- Acupuncturists
- Midwives

Please remind patients that most allied health services are self pay.



Patients can check out Google or the local yellow pages to find allied health professionals in their community!

TECHNICAL SUPPORT RESOURCES FOR ZOOM

MORE VIRTUAL SUPPORT RESOURCES FOR PATIENTS CAN BE FOUND AT:

[HTTP://WWW.PHSA.CA/HEALTH-PROFESSIONALS/PROFESSIONAL-RESOURCES/OFFICE-OF-VIRTUAL-HEALTH/ZOOM-FOR-HEALTHCARE/PATIENT-RESOURCES](http://www.phsa.ca/health-professionals/professional-resources/office-of-virtual-health/zoom-for-healthcare/patient-resources)

PHSA Office of Virtual Health

Providing support for Zoom for Healthcare to:



How to prepare for a good Zoom virtual health visit

- ✓ Test your camera, speakers, and microphone before a virtual health visit by joining this automated [Zoom Meeting Test](#)
- ✓ Find a private space with good internet connection
- ✓ Make sure the space has good lighting so your health care team can see your face
- ✓ Be prepared to answer a few questions and confirm your identity at the start of each visit
- ✓ Write down questions you want to ask your health care provider ahead of time
- ✓ Face the camera and speak clearly
- ✓ Have a back-up plan with your health care team (e.g. using phone call instead) in case there are technical problems

You can invite a family member or friend with you, when appropriate. Please introduce them at the start of the visit.

If someone is joining your visit in person and they are not in the camera view, please let your health care provider know.

If your virtual health visit does not meet your needs, you can stop it at any time and reschedule as a telephone or in-person appointment.



Your virtual health visit with Zoom

