

Q & A

1. What is the Health Connect Registry?

- The Health Connect Registry is a simple, easy-to-use online form for British Columbians in communities where a Primary Care Network has launched. It offers patients the opportunity to register for a regular primary care provider – either a family doctor or a nurse practitioner located in their home community.

2. Who can register for the Health Connect Registry? What is the eligibility requirements?

- Patients that live in communities where a Primary Care Network has been launched.
- People registering themselves, their family or anyone in their care must provide information about themselves including their address. By providing address, Health Connect Registry can determine if the person lives within the boundaries of a participating Primary Care Network.

3. If I move to another community that also has a Primary Care Network participating in the Health Connect Registry will my information automatically be transferred to that waitlist?

- If a patient moves to another community that is participating in the registry, they do not need to re-register, but do need to update their registration information by calling 8-1-1. They will then be switched to that community's list.

4. What are the benefits of the registry?

- The registry is a simple, easy to use.
- Patients can indicate their need for a primary care provider.
- Patients can register themselves, their family and people in their care.
- While patients wait to be attached to a regular provider, they will be provided with information on primary care services in their community by calling 8-1-1

5. If I already have a primary caregiver, can I sign up for the registry?

- Yes, anyone located in a Primary Care Network can sign up for the registry. Patients with primary care providers who are retiring or relocating are encouraged to register.
- The registry form will prompt people to answer 'yes' or 'no' to questions about whether they currently have a primary care provider. The form will ask people for the name of their most recent primary care provider and when the last time they saw their provider was.
- However, note, patients who do not have a regular primary care provider will be attached first, before patients who already have one but are looking to switch providers.

6. How do I match with a primary care provider?

- If you were on an internal waitlist with a clinic in the Primary Care Network, you will be added to the registry by the date you were added to the internal waitlist.
- Attachment will be provided on a first-come, first-serve basis
- A goal is fair access. This means making sure every patient has the same opportunity as any other patient. It is at the discretion of each PCN to determine how they will connect patients to primary care providers in a way that best supports patients' needs.

7. Do I have a choice in the primary caregiver I am attached to? (Depends on if your Primary Care Network allows this, some Primary Care Networks do not allow this)

- Patients can indicate their gender preference for a primary care provider.
- Once patients are contacted for attachment by the PCN, they can indicate their preference to be paired with a family doctor or nurse practitioner in addition to their preferred languages. At this time, patients can also flag any accessibility issues.

8. Can I decline being matched to a provider more than once?

- Yes, it is important the relationship between primary care provider and patient is a good match to ensure supports are in place for long-term health.
- The second decline of attachment will result in the patient's registration date being changed to the second declination date. This timeline maybe modified at the local level, depending on the capacity of the Primary Care Network.

9. How long will it take me to be matched with a family doctor or nurse practitioner?

- As primary caregivers gain capacity to take on new patients, people will continue to be matched. This timeline will depend on the number of patients on the waitlist and be unique to each practitioners.

10. If I do not live in a community that is connected to the Health Connect Registry, but I work in one that is or is willing to travel to a connected community, can I still register in that region?

- No. If a patient does not live in a community with a participating PCN, they are unable to register at this time.

11. How does the registry protect my information and privacy?

- The Ministry of Health and HealthLink BC are required to comply with the Freedom of Information and Protection of Privacy Act.
- There is an expectation PCNs will adhere to privacy acts within their environments, including the Personal Information Privacy Act and Health Insurance and Portability and Accountability Act.
- The registry process is designed to reduce barriers to registration while assuring compliance with FOIPPA (Freedom of Information and Protection of Privacy Act)