

## Westshore Community Health Centre - Frequently Asked Questions

### Westshore Community Health Centre - Primary Care

The Westshore Community Health Centre (WSCHC) is a new multidisciplinary primary care centre operated by Pacific Centre Family Services Association (PCFSA) which is designed to bring low-barrier, trauma-informed coordinated care to the underserved populations of the Westshore, namely the communities of Metchosin, Colwood, Langford and the Highlands, and their families. The anticipated opening date is late April - early May 2022.

Community Health Centres (CHCs) are community governed, not-for-profit organizations which bring an equity lens to providing team-based primary health care. The focus of the WSCHC will be to attach clients, of all ages, and their families, who experience barriers to health and health care due to the impact of inequity and the Social Determinants of Health, including income, employment and working conditions, education/literacy, childhood experiences, lack of social supports, gender/race/class-based discrimination and the intersection of all these aspects.

The WSCHC will be a program of the existing PCFSA non-profit association. PCFSA has developed extensive community partnerships and has been a leading force in community improvement, involvement, and collaboration. We are excited to have the WSCHC integrate with our existing services.

Staff at the Westshore CHC are excited to bring team-based care to the community. This ensures patients get the right care, at the right time, by the appropriate health care provider, which may be a family doctor, a nurse practitioner, Registered Nurse, Social Worker, or Community Health Worker - whichever is most appropriate. The WSCHC will provide much needed trauma-informed, integrated primary and mental health care services to underserved individual and families with complex needs in our community.

#### **Q: How long do I have to wait to find out if I get attached to a doctor or nurse practitioner?**

A: The Westshore Community Health Centre is opening in a staged approach and will be attaching patients and their families in stages. Attachment wait times will likely vary and depend on both doctor and nurse practitioner staffing and demand from the community. The WSCHC will not maintain its own waitlist, please register on the Health Connect Registry for the Westshore to be considered for attachment to the WSCHC:

<https://www.healthlinkbc.ca/health-connect-registry#section-options>

#### **Q: Who can use the WSCHC and who can get attached?**

A: The WSCHC can be accessed by attached patients during operating hours Monday to Saturday. Attachment, once it becomes available, will only be available to people who live within the WSCHC catchment areas (Colwood, Langford/Highlands, and Metchosin) and meet the attachment criteria of the Centre.

#### **Q: How do I get a doctor/nurse practitioner at the Westshore Community Health Centre?**

A: Please register on the Health Connect Registry for the Westshore at <https://www.healthlinkbc.ca/health-connect-registry#section-options>

Attachment will be offered to those who live within the WSCHC catchment areas (Colwood, Langford/Highlands, and Metchosin) who meet the attachment criteria of the WSCHC.

#### **Q: Why did someone else get a doctor/nurse practitioner but not me?**

A: The WSCHC has a specific mandate to provide care to specific populations of the community, particularly those who are typically underserved or who experience significant barriers to accessing primary care. As our practice grows and more doctors and nurse practitioners are hired, we will have more capacity to attach patients to a primary care provider, however, the patients attached to the WSCHC must meet specific attachment criteria.

#### **Q: Can I choose the type and the specific individual doctor or nurse practitioner I will be attached to?**

A: People will be attached to the most appropriate health-care provider, based on their health needs.

#### **Q: Will my family be attached too?**

A: Every effort will be made to attach direct family members living in the same household if they do not already have a family doctor or nurse practitioner.

#### **Q: Where else can I receive primary care in the Westshore area?**

A: Call HealthLinkBC at 8-1-1 to assist you in finding a primary care provider in your community. You can also visit an Urgent and Primary Care Centre (UPCC). UPCCS are open to all patients and offer improved access to same-day, urgent but non-emergency health care, including evening and weekend hours. People who require medical attention within 12-24 hours for sprains, minor cuts or burns or other conditions can visit an urgent and primary care centre. In the event you are experiencing a medical emergency you should call 911 or present at the nearest hospital emergency department.

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