

# How to Access Care Providers Virtually

**iCON Digital Health Literacy, 2021**



(Tia Health, n.d.)

# Acknowledgements

This digital health literacy curriculum was developed by The University of British Columbia's interCultural Online health Network (iCON).

iCON is supported by the B.C. Ministry of Health's *Patients as Partners* initiative.

iCON has been working with multicultural communities for over 10 years.

iCON helps people with chronic disease self-management.

iCON also helps people develop digital literacy in order to access, assess, and use health resources online.



THE UNIVERSITY OF BRITISH COLUMBIA

Department of Emergency Medicine

Faculty of Medicine

Thank you to the BC Ministry of Health Patients as Partners Initiative for their support.

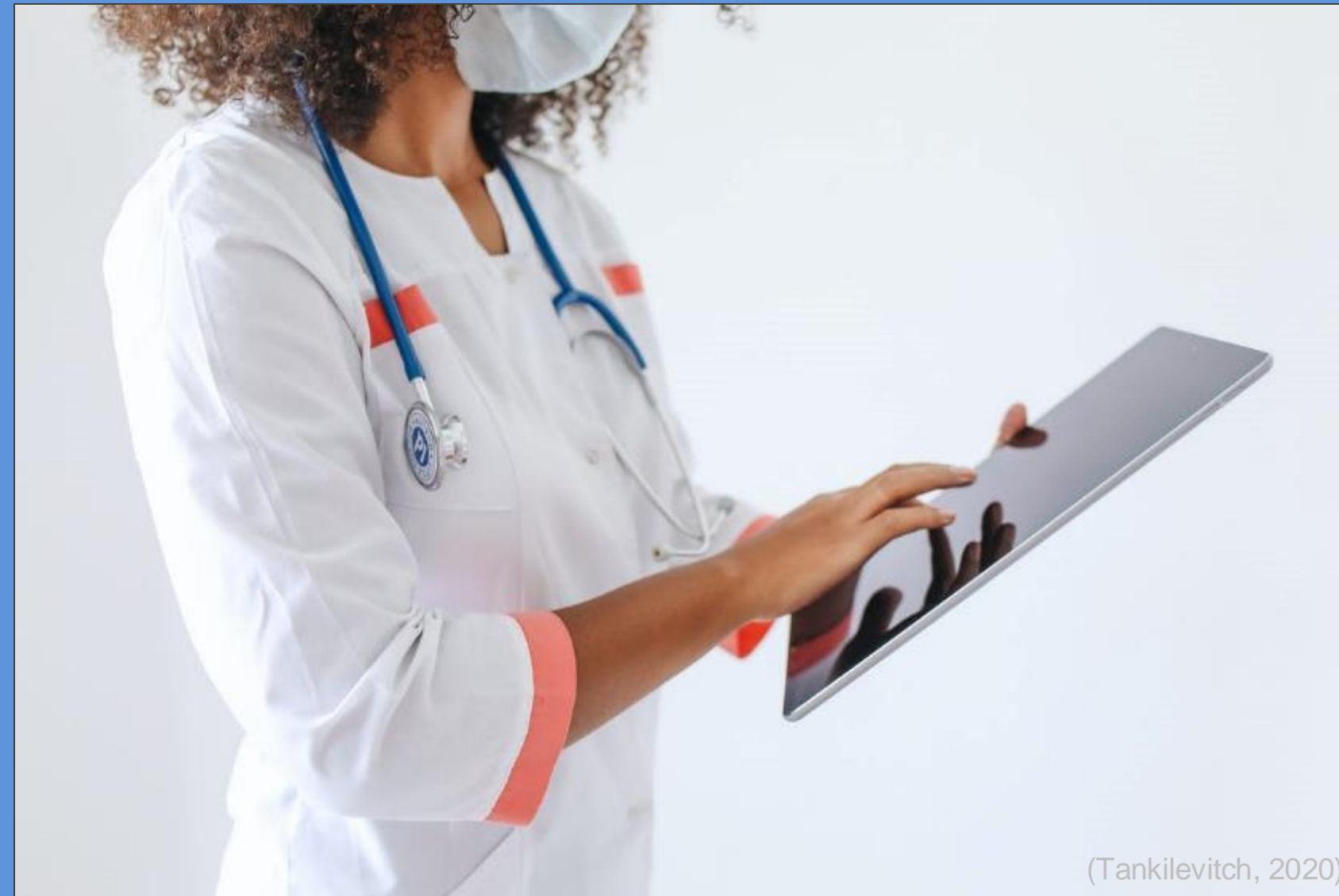
# Learning Objectives

- Understand what “virtual care” means
- Understand what can and cannot be done in a virtual care visit
- Know resources to access care providers virtually



(Author unknown, n.d.)

# What is Virtual Care?



# Virtual Care

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- Virtual care can also refer to the communication between providers regarding the care of a patient.

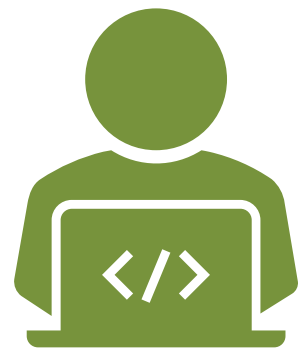
# Virtual Care

- Virtual care is the direct delivery of care between a patient and a provider, at distance, using information and communication technology
- Virtual care can also refer to the communication between providers regarding the care of a patient
- Some care providers are offering a combination of in-person and virtual care visits, which is helpful for self-management of many health conditions

# Virtual Care

- Virtual care can be provided through different communication technologies, including, but is not limited to:

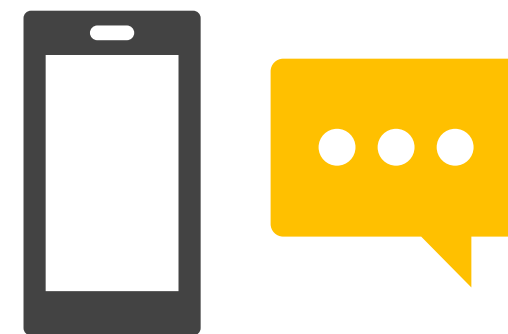
Video conferencing



Telephone



Text messaging



Email





# What can be done virtually?

Some examples include:

- Acute illness diagnosis
- Prescriptions
- Diagnostic procedures
- Referrals to specialists
- Managing chronic health conditions



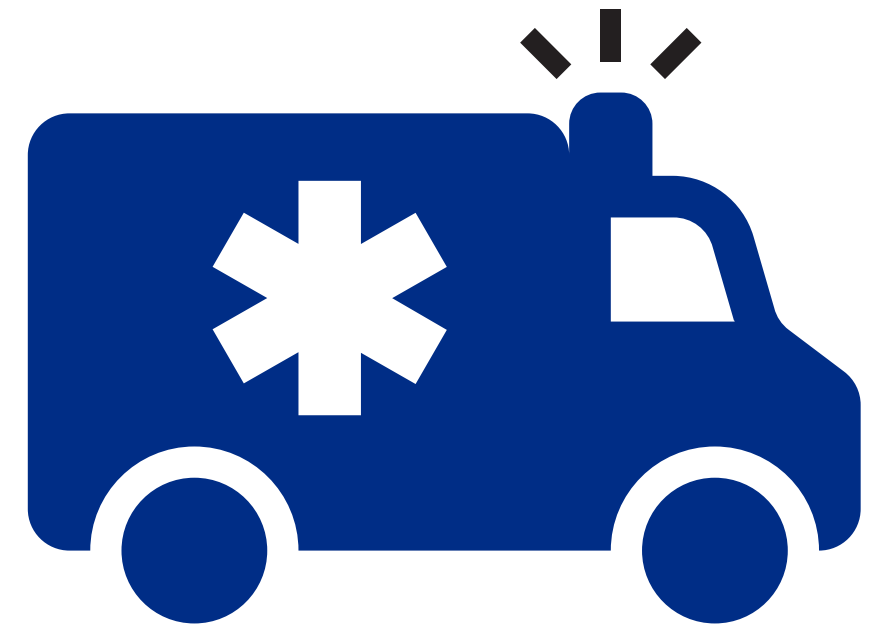
# Benefits of Virtual Care

- Saves time
- Can avoid visiting the ER for minor health problems
- Decreases patient exposure to potential health risks
- Easily accessible



# Limitations of Virtual Care

- Reduced care continuity if you do not see your usual provider (similar to going to a walk-in clinic)
- Dealing with emergencies
- Clinical appropriateness



# Emergencies

**In a medical emergency, seek immediate medical attention by going to the Emergency Room OR call 911.**

Some examples of medical emergencies:

- Chest pain
- Shortness of breath
- Severe pain
- Weakness
- Severe bleeding



# Virtual Care and Cultural Safety

Virtual care can facilitate cultural safety.

This can include health care providers and patients discussing what services and **cultural practices** may be included, as appropriate, safe, and possible, such as a discussion of traditional medicines.





# Virtual Care and Cultural Safety

Virtual care can facilitate cultural safety.

This can also include **family, community members, and interpreters** in the virtual care visit as specified by the patient when booking an appointment.



(Fairytale, 2020)

# How to Access Virtual Care: Primary Care Providers (Family Physicians and Nurse Practitioners)



(Author unknown, n.d.)

What is Virtual Care?

**How to Access Virtual Care**

Protecting Your Privacy

Summary

# Primary Care Providers

Many primary care providers (family physicians and nurse practitioners) now offer virtual care. You can call or email your provider to confirm if he or she provides virtual care.

Your provider will still have access to your medical files.



# How to Access Virtual Care:

## Urgent and Primary Care Centres (UPCC) and Walk-in Clinics



# Clinics: Important Notes

- If you have a primary care provider (family physician or nurse practitioner), it is recommended that you see him or her for your health care needs.

(Author unknown, n.d.)

# Clinics: Important Notes

- If you have a primary care provider (family physician or nurse practitioner), it is recommended that you see him or her for your health care needs.
- If you choose to visit a walk-in clinic, the provider at the urgent primary care centre or walk-in clinic does **not** have access to your health records.

(Author unknown, n.d.)

# Clinics: Important Notes

- If you have a primary care provider (family physician or nurse practitioner), it is recommended that you see him or her for your health care needs.
- If you choose to visit another clinic, the provider does **not** have access to your health records.
- You might not see the same provider even if you visit the same another clinic more than once. If you are seeking ongoing care, it is best to find a primary care provider who can follow your care long-term.

(Author unknown, n.d.)

# How to Access Clinics

- The HealthLink B.C. website can display a list of urgent and primary care centres or walk-in clinics.

# How to Access Walk-in Clinics

- The HealthLink B.C. website can display a list of urgent and primary care centres and walk-in clinics.
- You may review this list to locate centre closer to your community.

# How to Access Walk-in Clinics

- The HealthLink B.C. website can display a list of walk-in clinics.
- You may review this list to locate a walk-in clinic closer to your community.
- After finding a clinic or provider on the website, you can call or email them to ask if they offer virtual care, in-person care, or a combination of both.

# How to Access Walk-in Clinics

**Let's practice finding a clinic in Vancouver!**



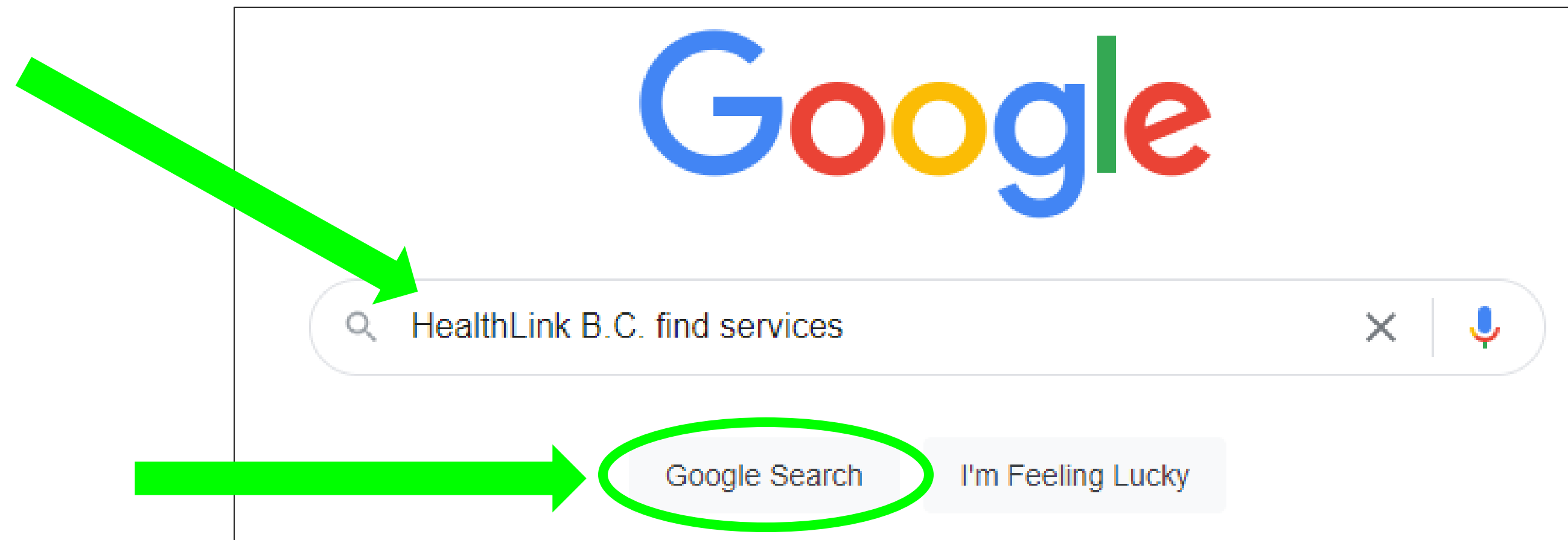
# How to Access Virtual Care:

## British Columbia Health Care Directory



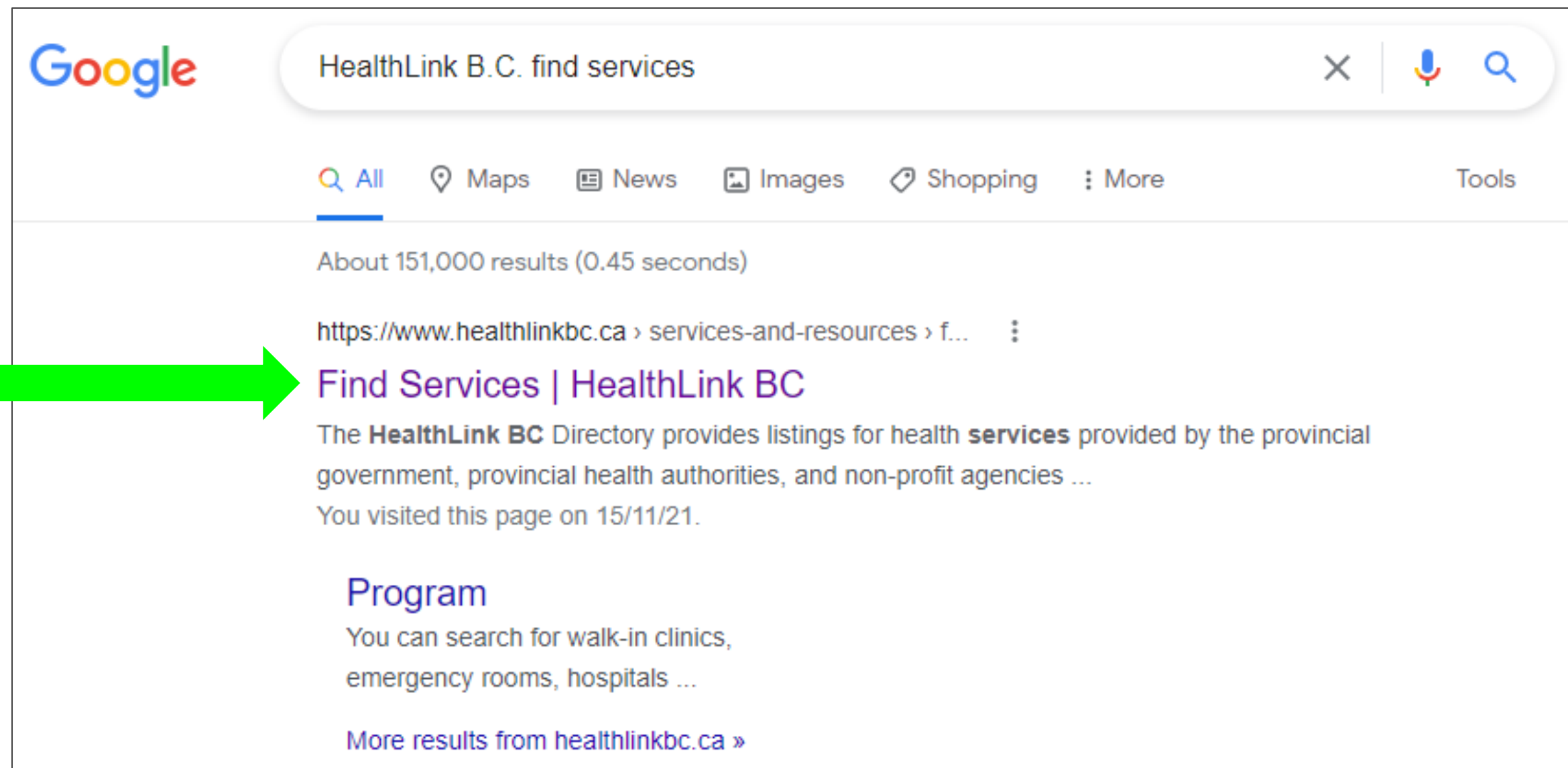
# British Columbia Health Care Directory

1. Go to the internet using your browser.
2. Type “HealthLink B.C. find services” in the search bar.
3. Click “Google Search”.



# HealthLink B.C. Directory

4. Click “Find Services | HealthLink BC”.



The screenshot shows a Google search interface. The search bar contains the text "HealthLink B.C. find services". Below the search bar, there are navigation options: "All", "Maps", "News", "Images", "Shopping", "More", and "Tools". The search results show "About 151,000 results (0.45 seconds)". The first result is a link to "https://www.healthlinkbc.ca > services-and-resources > f...". The link text is "Find Services | HealthLink BC". Below the link, there is a description: "The **HealthLink BC** Directory provides listings for health **services** provided by the provincial government, provincial health authorities, and non-profit agencies ...". Below the description, it says "You visited this page on 15/11/21.". There is a section titled "Program" with the text "You can search for walk-in clinics, emergency rooms, hospitals ...". At the bottom, there is a link "More results from healthlinkbc.ca »". A green arrow points to the "Find Services | HealthLink BC" link.

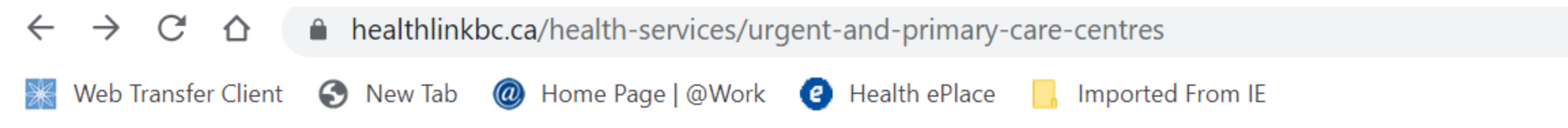
# HealthLink B.C. Directory

5. Enter the type of facility you require (walk in clinic, hospital, etc.).
6. Select your region and city. The Postal Code is optional.
7. Click “Search”.

The screenshot shows a web browser window with the URL [healthlinkbc.ca/health-services/urgent-and-primary-care-centres](http://healthlinkbc.ca/health-services/urgent-and-primary-care-centres). The page title is "Urgent and Primary Care Centres". On the left, there is a sidebar with "Health Services Categories" including "Search Services in Your Area", "HealthLink BC 811 Services", "Urgent and Primary Care Centres" (highlighted with a green arrow), "Emergencies", and "In the Community". The main content area features a yellow warning box: "Is this an emergency? For life-threatening illnesses or injuries, including [symptoms of a heart attack](#), call 9-1-1 or go to your nearest [emergency room](#) right away." Below this, text explains that Urgent and Primary Care Centres (UPCCs) provide same-day, urgent, non-emergency health care. It also notes that not all UPCCs have imaging, ECG, or IV therapy. At the bottom, there is a section titled "Find an Urgent and Primary Care Centre" with a green arrow pointing to it. A blue call-to-action bubble says "Call 811" with a green arrow pointing to it.

# HealthLink B.C. Directory

8. Choose the facility you prefer and click on the facility for more details.



## Vancouver Coastal Health

- [City Centre Urgent and Primary Care Centre – Vancouver](#)
- [North Vancouver Urgent and Primary Care Centre](#)
- [Northeast Vancouver Urgent and Primary Care Centre](#)
- [REACH Urgent and Primary Care Centre – East Vancouver](#)
- [Richmond Urgent and Primary Care Centre](#)



Last updated: January 4, 2022

# HealthLink B.C. Directory

9. You can call the number and ask if they provide virtual care.

## Program: Richmond Urgent and Primary Care Centre

Agency: [Vancouver Coastal Health](#)

Resource Number: 17650571

### Description

Provides team-based care for non-emergency health concerns to individuals in Richmond. Offers same-day care for concerns such as minor injuries, sprains and strains, infections, less serious child illness and injury, high fever, asthma attacks, and cuts, wounds or skin conditions.

For COVID-19 testing information, visit the BC Centre for Disease Control (BCCDC) testing page to find a collection centre near you.

### Program Phones:

604-675-2768

Richmond Urgent Care Centre

604-699-9727

Fax

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>

COVID-19 Testing Centres

Website: [www.vch.ca/Locations-Services/result?res\\_id=1488](http://www.vch.ca/Locations-Services/result?res_id=1488)

### Location information

#### Sites offering this program

+ 7671 Alderbridge Way



# HealthLink B.C. Directory

You can also follow the same steps to search for walk-in clinics

## [Search Services in Your Area](#)

▶ [HealthLink BC 811 Services](#)

[Urgent and Primary Care Centres](#)

▶ [Emergencies](#)

◀ ▶ [In the Community](#)

You can search for walk-in clinics, emergency rooms, hospitals, mental health programs, home care programs, pharmacy services, laboratory services, and more. Search by keyword or try our Guided Search to narrow down your search results by category.

For help searching the directory, call 8-1-1 any time of the day, any day of the week to speak with a health service navigator.

*You may either type in an agency/program name, or choose a suggested service as you type, then click the button.*

Standard Search  Search All Fields

*Look for resources in or near a location:*

Region:

City:

Postal code:

Sort alphabetically  Sort by proximity

**Directory Overview**

**Call 811**

[What is Virtual Care?](#)

[How to Access Virtual Care](#)

[Protecting Your Privacy](#)

[Summary](#)

# How to Access Virtual Care:

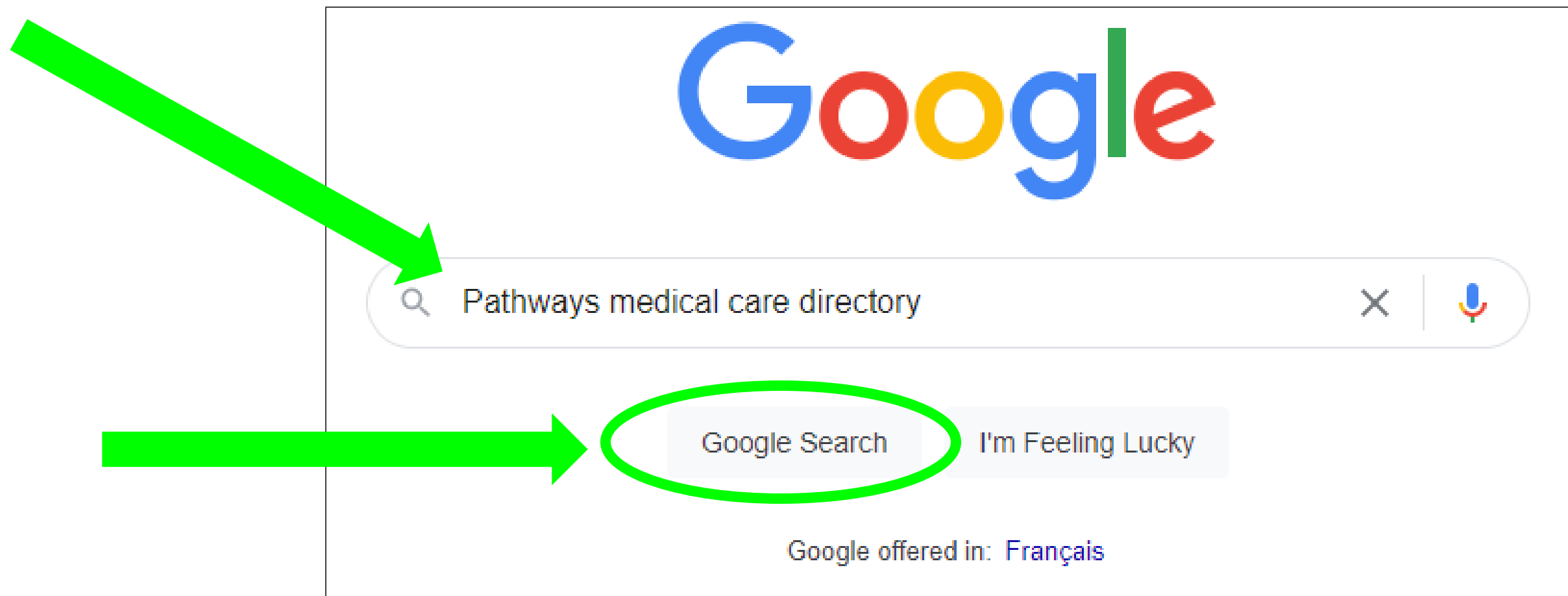
## Pathways Medical Care Directory





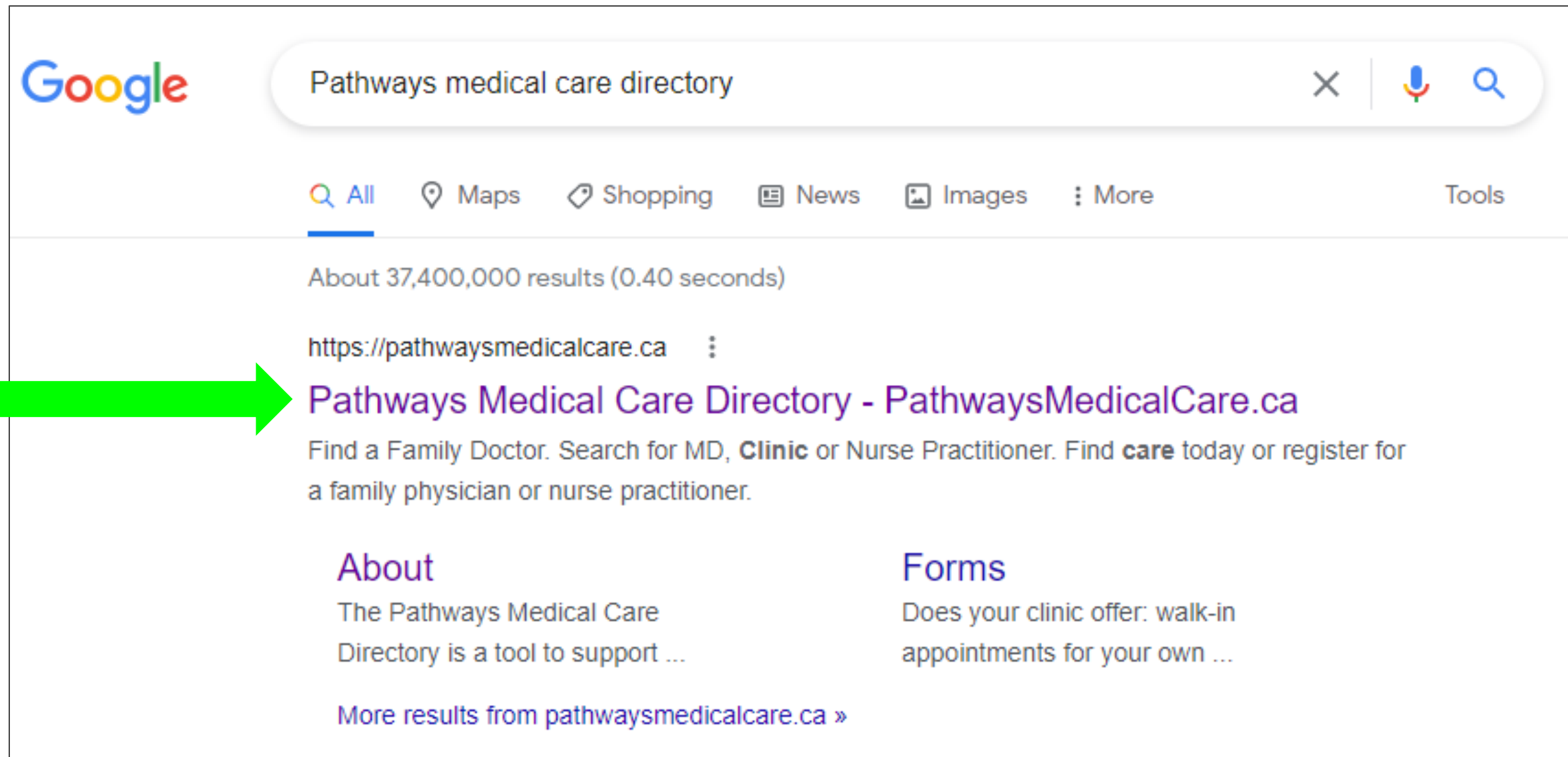
# Pathways Medical Care Directory

1. Go to the internet using your browser.
2. Type “Pathways medical care directory” in the search bar.
3. Click “Google Search”.



# Pathways Medical Care Directory

4. Click on “Pathways Medical Care Directory – PathwaysMedicalCare.ca”






# Pathways Medical Care Directory


5. Enter the name of your provider/clinic OR enter a city to find a provider

**Pathways™**  
Medical Care Directory


[Home](#) [About](#) [COVID-19 Resource Library](#)

**Search for Care**

 In Person  Telephone  Video

 **My Family Doctor**  
Find clinic updates, booking & contact information plus virtual care options

Search MD, Clinic or NP

 **Find Care**  
Find care today if you do not have a doctor

City/Town Search

# Pathways Medical Care Directory

6. Choose a provider or clinic and click on the hyperlink to view more information.

**Pathways™**  
Medical Care Directory

Home About COVID-19 Resource Library

## Search Results for: Vancouver

This city is **under development**: New information is being added weekly, please check back again soon.

HealthLinkBC provides access to non-emergency health information and advice. You can call 8-1-1 or visit [www.healthlinkbc.ca](http://www.healthlinkbc.ca) 24 hours a day.  
For critical or life-threatening conditions call 9-1-1 or go to the nearest emergency room.

**I need care and do not have a doctor**

- Dr. Kathryn Porter**  
Well Health - Hastings Sunrise Medical Clinic  
102 - 2280 East Hastings Street, Vancouver  
In Person Telephone Video
- Aquarius Medical Clinic** OPEN  
202 - 179 Davie Street, Vancouver  
In Person Telephone Video

Map Satellite

Choice Medical Clinic  
Sina Javadi

# Pathways Medical Care Directory

7. You can find details on in-person and virtual care offerings, ways to book an appointment, and hours of operation.

**Pathways™**  
Medical Care Directory

Home About COVID-19 Resource Library

## Aquarius Medical Clinic

[View Providers at this clinic](#)

604-669-7772 Ext. 0  
202 - 179 Davie Street, Vancouver, BC  
aquariusmedical.ca  
Available for walk-in or online care for any patients in our area ✓

**Appointment types offered**  
In Person Telephone Video

**To book an appointment**  
· Call our office  
· For video appointments, a secure web browser link will be sent to patient's cell phone or email. The platform works best on Chrome Browser.

**Clinic Hours**

MON	TUE	WED	THU	FRI	SAT	SUN
8:00 am - 4:00 pm	8:00 am - 4:00 pm	8:00 am - 4:00 pm	8:00 am - 4:00 pm	8:00 am - 4:00 pm	9:00 am - 3:00 pm	9:00 am - 3:00 pm

# Protecting Your Privacy:

## Virtual Care Guidelines



(Author unknown, n.d.)

What is Virtual Care?

How to Access Virtual Care

**Protecting Your Privacy**

Summary

# Protecting Your Privacy

- Health care providers follow requirements of their colleges, associations, and B.C. laws regarding in-person and virtual care.

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- For example, British Columbia Medical Association provides guidelines for physicians providing virtual care, including resources that:
  - Identify security safeguards to use when providing virtual care

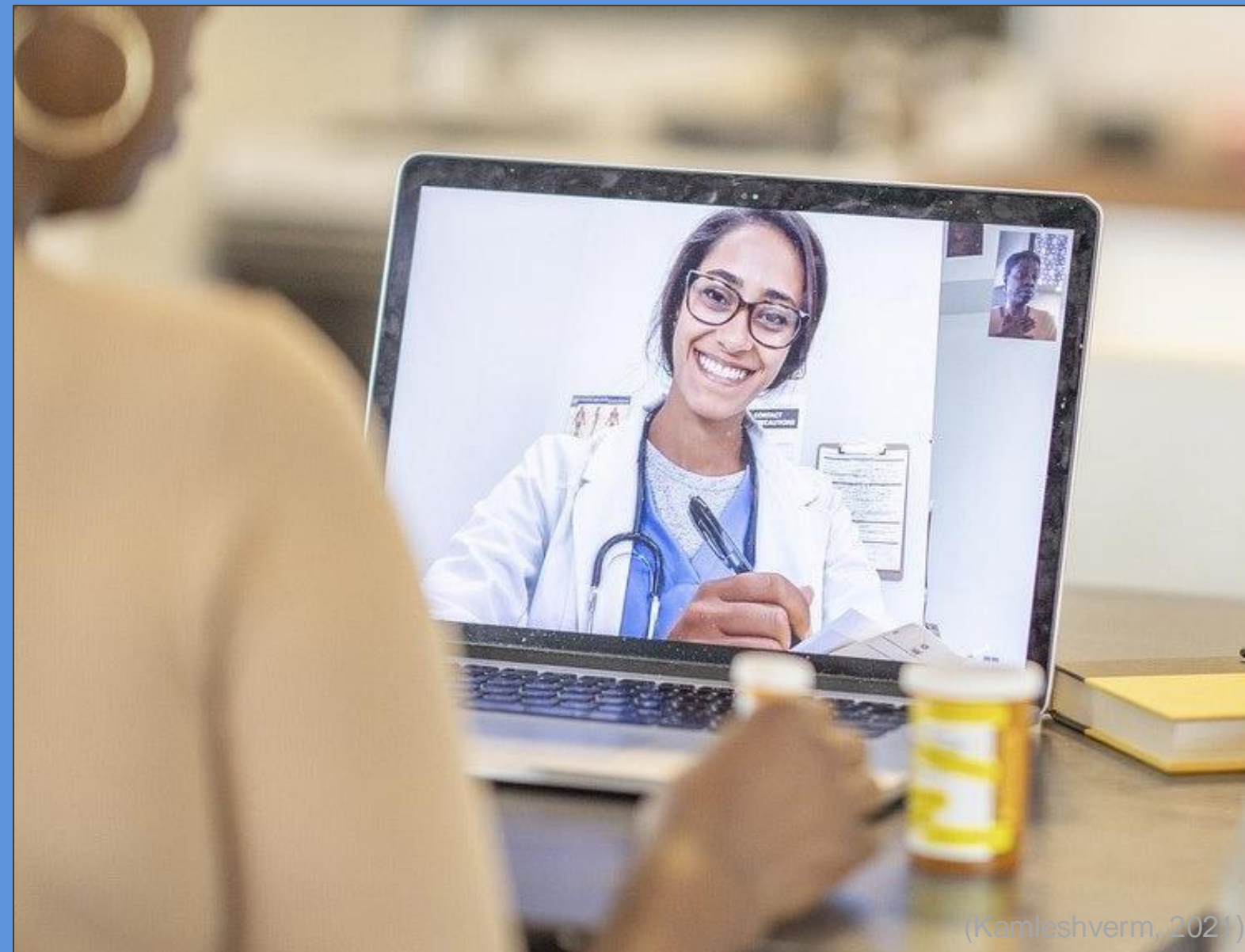
# Protecting Your Privacy

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  - Summarize the risks and benefits of using mobile devices to provide health care services

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- Health care providers follow requirements of their colleges, associations, and B.C. laws regarding in-person and virtual care.
- For example, British Columbia Medical Association provides guidelines for physicians providing virtual care, including resources that:
  - Identify security safeguards to use when providing virtual care
  - Summarize the risks and benefits of using mobile devices to provide health care services
  - Identify requirements and best practices for using mobile devices

# Summary:



# Summary

**You can access virtual care through:**

Family Physicians  
(or other Primary Care Providers)



Pathways Medical  
Care Directory



HealthLink B.C.  
Directory



UPCC and  
Walk-in Clinics



# Summary

**For any health issue usually addressed by your primary care provider:**

- Call or email to book an appointment with your provider



# Summary

**For any health issue usually addressed by your primary care provider:**

- Call or email to book an appointment with your provider
- If virtual care is offered, your provider will share details on how to join your appointment (for example, clicking a link or receiving a phone call from your doctor)



# Summary

**For any health issue usually addressed by your primary care provider:**

- Call or email to book an appointment with your provider
- If virtual care is offered, your provider will share details on how to join your appointment (for example, clicking a link or receiving a phone call from your doctor)
- Although some health care needs can be met virtually, if you prefer to see your provider in-person, you should tell your provider





# Summary

- **Remember, in case of a medical emergency:**
  - Seek IMMEDIATE assistance
  - Go to the Emergency Room OR call 911



# Questions?

- HealthLink B.C. Directory



<https://www.healthlinkbc.ca/services-and-resources/find-services>

- Pathways Medical Care Directory

<https://pathwaysmedicalcare.ca/>



# Image Credits

Fairytale, E. (2020). *Portrait Of A Mother And Daughter Together*. Retrieved from: <https://www.pexels.com/photo/portrait-of-a-mother-and-daughter-together-3893723/>

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Note: screen captures were provided by iCON on slides 24-35, 43, 48.

# Thank you again to :



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**Department of Emergency Medicine**  
Faculty of Medicine

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