

After Hours Care Program pilot

fpsc.bc.ca/after-hours-care

You've told us the burden of providing 24/7 care. We heard you and we're taking action. An after hours care program is launching September 19 in four pilot regions so you don't have to do this work alone.

A dedicated group of your peers, division staff, and other partners has developed this service. Working together, we can better support patients when offices are closed—and offer fair compensation that values your time

- **Interested in staffing the after hours service?**
- **Want to use the service with your patients?**
- **Are you in one of our pilot regions?**
 - > Langley
 - > South Okanagan Similkameen
 - > South Island
 - > Thompson Region
 - > Victoria

Sign up is now open for family physicians to use and staff the service and for nurse practitioners to use the service.

FPSC and HealthLink BC are pleased to announce a pilot program for family doctors and nurse practitioners that meets the College of Physicians and Surgeons of BC Practice Standard for Care Coverage Outside Regular Office Hours.



HealthLinkBC



Who can staff the after hours service?

- Family doctors in our pilot communities/regions
- Compensation is hourly via physician group contract
- Expectation is 2–3 shifts (each 3–4.5 hours) per month
- Compensated onboarding with training and help setting up CareConnect, Pharmanet, and HealthLink BC's EMR (MOIS)
- Shifts start mid-September 2023



Who can call the after hours service?

Attached longitudinal patients of family doctors and nurse practitioners who've signed up in our pilot communities/regions



How do patients access the after hours service?

When their clinic is closed:

- Weekday evenings & nights (5 pm–9 am)
- Weekends & statutory holidays (24 hours)

During the pilot, patients will follow their clinic's existing process to access care after hours, but will be routed to the After Hours Care Program service at HealthLink BC



What happens when patients call?

- A navigator will answer the call and offer non-medical help
- Patients with emergencies will be directed/connected to 911/ER/EHS
- Nursing will triage/advise on other medical issues
- When appropriate, a family physician call-back will be offered
- An encounter note will go to the patient's MRP (most responsible provider)
- If semi-urgent follow-up is needed, a physician from the service will do a phone call hand-over the next morning to the MRP



What kind of care is not provided by the service?

- Crisis and other types of counselling
- Calls about issues that don't need care after hours (such as prescription refills or notes)
- Calls from facilities (such as long-term care or in-patient)