

# Attachment Options for Richmond Patients

- ? Does your clinic receive many calls from patients looking for a primary care provider?
- ? Does your clinic keep an internal waitlist of those hoping to be accepted by a current or future primary care provider?

## Richmond offers two options for unattached patients:

### Option 1 The Health Connect Registry (HCR)

- ✓ The Health Connect Registry allows unattached patients throughout the province to identify that they are seeking a family doctor in their community.
- ✓ Available to the general patient population.
- ✓ Approximate wait time = six months.
- ✓ Accessible by patient self-registry on the Health Connect Registry Richmond waitlist.



### Option 2 Rapid Access for Patients (RAP) program

- ✓ Patients on the RAP waitlist are often already receiving care from speciality services, or require a primary care provider to facilitate the coordination of care with speciality providers. RAP patients take priority over HCR patients.
- ✓ Available to urgent and vulnerable patient populations (frail, new moms and infants, mental health and/or substance use patients, moderate-to-high needs, complex chronic conditions).
- ✓ Approximate wait time = four months.
- ✓ Accessible by referral on a case-by-case basis. Please email [attachment@rpcn.ca](mailto:attachment@rpcn.ca) for support.

## Meet Richmond's Attachment Team



Jorge Hernandez



Diana Lizardo

Diana and Jorge connect unattached patients to primary care providers and support patient panel building according to provider needs. If you have questions related to panel building or the Richmond Patient Attachment program, please email the team at [attachment@rpcn.ca](mailto:attachment@rpcn.ca).

## Educate patients about their options

- 1. Health Connect Registry.** Guide patients to register on Richmond's Health Connect Registry (QR code bottom left).
- 2. Nurse practitioners.** Promote the role of all primary care providers who support the health care system. Nurse practitioners (NPs) have the most advanced level of nursing education in B.C., and support medical examinations, prescriptions, and referrals to physician specialists and services. Richmond's primary care network expanded in 2021 to include a network of NPs who are accepting new patients via the Health Connect Registry to offset the strain on our health system.
- 3. Rapid Access for Patients (RAP) program.** If your clinic encounters vulnerable patients with urgent needs, contact [attachment@rpcn.ca](mailto:attachment@rpcn.ca) so that our team can guide you.