

INTRODUCING

# Your Care Team

As a Richmond resident, you now have access to **many different free services** provided by your Care Team, such as physiotherapy, occupational therapy, counselling, and more.

- ✓ **Free and timely access to your Care Team**
- ✓ **Improved health, independence, and safety**
- ✓ **Better access to community services and social supports**

**Visit your family physician (FP) or nurse practitioner (NP) and ask to be connected to your Care Team.**



## **What is a Primary Care Network (PCN)?**

A **Primary Care Network (PCN)** connects the different members of your Care Team in a coordinated way so that everyone is working together with your health goals in mind.



PRIMARY CARE NETWORKS

**Richmond**

LEARN MORE ABOUT

# Your Care Team

Every patient's Care Team will look a little different. Learn about available services and talk to your FP/NP about inviting any of these professionals onto your Care Team.

## Family Physician (FP)

- receive primary care as your main health care contact
- get support managing disease, illness, and long term general health
- heal injuries
- identify health risks
- learn strategies for prevention
- receive end-of-life care



## Nurse Practitioner (NP)

- receive primary care as your main health care contact
- get support managing disease, illness, and long term general health
- obtain diagnoses, prescriptions, and lab tests
- understand laboratory and diagnostic tests
- get referred to specialists



## Dietitian

- receive nutrition assessment/consultation
- improve your eating habits
- prevent/delay chronic conditions
- learn about your nutrition needs
- make sustainable lifestyle changes



## Occupational Therapist

- maintain skills for daily activities (personal care/meals)
- learn adaptive energy conservation skills
- develop stress management strategies



## Chronic Disease Management Nurse (RN)

- get support to manage chronic diseases (diabetes, heart failure, high blood pressure, more)
- understand and develop self-management strategies



## Clinical Counsellor

- get support for anxiety, depression, relationship issues, grief/loss
- gain new perspectives
- develop tools to cope with personal issues



## Physiotherapist

- treat musculoskeletal/neurological conditions (arthritis/MSK injuries/stroke/MS/Parkinson's)
- receive a personalized home exercise program
- prevent falls
- get advice on gait aids



## Clinical Pharmacist

- receive medication assessments
- ensure prescriptions are suitable for each condition
- get advice on dosage and adverse reactions



## Social Worker

- address factors that impact your health (finances, housing, social supports),
- develop an advanced care plan
- get referred to community programs



## Frail Seniors Team

- receive timely, appropriate senior care
- improve overall health
- increase independence
- enhance safety



## OTHER SERVICES

### Community Link Worker

- get help to set and meet your health and wellness goals
- connect with social and physical activities
- improve your mental wellness
- be informed about local community services



### Chronic Disease Group Education

- learn knowledge and skills to better self-manage chronic diseases



Workshops offered throughout the year based on need

Richmond's three Primary Care Networks (PCNs) are identified by region:

- PCN 1 WEST**
- PCN 2 CITY CENTRE**
- PCN 3 EAST**



"Now, everyone involved in my care is able to understand the whole picture, and can approach the same issues from different perspectives. I am telling everyone I know to ask their family physician or nurse practitioner for a Care Team."

Patient | Richmond PCN 1

## YOUR CARE TEAM



## You are the **Heart** of your Care Team

- Based on your health goals, your FP/NP can connect you to any member of your Care Team.
- Your Care Team can share observations and recommendations with each other.
- You are involved in and informed about the aspects of your care.

**To access your Care Team, discuss with your family physician (FP) or nurse practitioner (NP)**

## ELIGIBILITY

To access the Care Team, you must meet **ALL FIVE** criteria:

- 1 Be a Richmond resident **and/or** the patient of a Richmond FP or NP
- 2 Be a patient of the FP or NP who connects you to your Care Team (i.e. not a walk-in physician)
- 3 Have valid B.C. Medical Service Plan (MSP) coverage
- 4 Not have an active insurance claim related to the recommendation (ICBC, WorkSafe)
- 5 Not be in hospital or long-term care

## GET CONNECTED

- ✓ If you meet **ALL FIVE** criteria, talk to your FP/NP about being connected with any member of the Care Team (see inside for details).
- ✓ If you do not have a primary care provider, visit the **Richmond Health Connect Registry** online to join the wait list for a Richmond FP/NP.

For information about the Primary Care Network (PCN) and how the PCN nursing and Care Teams can help, contact:



[divisionsbc.ca/richmond/  
for-patients/pcn](https://divisionsbc.ca/richmond/for-patients/pcn)

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