



Richmond
Primary Care Network

You have been referred to the Richmond Primary Care Network (PCN)

Your Family Physician or Nurse Practitioner has referred you to the Richmond PCN for additional support with your health and wellbeing.

Why This Referral Matters

Your referral is part of your ongoing care. The Richmond PCN works in partnership with your Family Physician or Nurse Practitioner to support your health goals.

What to Expect

We will review your referral to make sure our services are the right fit for your needs; a referral does not always mean you will be booked for an appointment.



We will contact you **within 6 to 8 weeks**



Our call may come from a Vancouver Coastal Health (VCH) number



If eligible, we may offer you an appointment or ask a few questions to help connect you to the right service



There is no cost to you for our services

Tips to Avoid Delays



Make sure your clinic has your current phone number



Answer calls from Vancouver Coastal Health over the next few weeks



If you miss our call, please contact your family clinic and check your voicemail for next steps

⌚ Please Attend Your Appointment ⌚

Your appointment time is reserved especially for you. Missing an appointment can delay your care and take time away from another patient who needs support.

If you cannot attend, please contact us as early as possible to rebook your appointment.

Who We Are

The Richmond PCN includes a team of health professionals who support patients in different ways, including:



Chronic Disease Management Nurses

Support for chronic conditions (diabetes, heart disease, and more)



Clinical Pharmacists

Making sure medications are right for you



Mental Health Counsellors

Support for anxiety, depression, and grief



Occupational Therapists

Support for daily living activities including stress management



Physiotherapists

Personalized exercise programs and musculoskeletal & neurological care



Dietitians

Nutrition support to reduce risk of chronic disease and more



Seniors Teams

Appropriate senior care to improve health, independence and safety



Social Prescribing Teams

Helps achieve wellness goals through community connections



Social Workers

Addresses social factors affecting health

How Our Services Work

- Services are available **by referral only**
- Appointments may be in person, by phone, or virtual
- Contact timing may vary based on service needs and availability
- **After 3 booking attempts**, we may close your referral if we are unable to reach you or if appointments are repeatedly missed, cancelled, or rescheduled