

# Enhanced Access to Primary and Specialist Care Strategy

## OUR COMMITMENT

- Understand the needs and wants of the people we serve
- Enable personalization, convenience, and promotes choice for people and their families.
- Support relationship-based and longitudinal care by enabling coordination with, and patient understanding of, primary care homes
- Support the delivery of culturally safe care
- Support equitable access to care
- Support a continuous patient health record integrated with electronic medical records
- Work in partnership with Rural Coordination Centre of BC, First Nations Health Authority, and the Divisions of Family Practice

**THE AIM STATEMENT:** To improve equity, access, and the care experience of people in rural, remote, and First Nations Communities and, to support the provider's experience of caring for people.

## THE FOUR PILLARS



Support providers to use virtual technology to extend the provision and access to services locally.



Integrate with existing local, regional, and provincial virtual and in-person primary care services, specialists and specialized service offerings (our own specialist services, 8-1-1, RTVS (Realtime Virtual Supports)).



Work in collaboration with existing community-based primary care services, develop a virtually-enabled regional primary and community care service, fulfill the functions of an Urgent and Primary Care Centre, including connecting people to specialized services/care.



Engage with communities and partners to iteratively improve access and the care experience of people whose health and well being is supported virtually.

## THE PRINCIPLES



Enable culturally safe and accessible primary and community care services for people and their families with a focus on the underserved and unattached.



Relationship-based care: Enable appropriate and timely connections for people requiring primary care and facilitate care coordination with local primary care homes and the interprofessional teams.



Facilitate the relationship between people and their specialist physician and supporting interprofessional team, including two-way care coordination between primary care homes and specialists.



Build upon and complement existing community, regional, and provincial assets and services. Support and sustain rural providers in practice.