



AFTER-HOURS CARE:

Receiving care when your physician's office is closed

I belong to a group of family physicians that works together to provide **AFTER HOURS CARE** to our patients by telephone.

For my office hours:

- Call our office
- Check the *Pathways Medical Directory* at pathwaysmedicalcare.ca

Visit our website:

Other Information:

HealthLinkBC 811

Your contact for health information and clinical advice

- ✓ 24/7 health care information
- ✓ available in many languages including Cantonese, Mandarin, and Punjabi
- ✓ speak to a health service navigator, who can help you to find health information and services, or connect you directly with a registered nurse, registered dietitian, qualified exercise professional, or pharmacist for the information you need

When should you use this service?

Call the After Hours Care Line *for urgent medical issues only*, and if my office is closed.

FOR ALL EMERGENCIES CALL 911

What is this service **NOT** to be used for?

- × Prescription renewals
- × Referrals
- × Follow-up regarding appointments or tests that I have arranged at a previous appointment

When is the service available?

Monday–Friday (5pm–9am the next day), and all day on weekends and statutory holidays.

How can you access this after hours service?

- 1 Call our clinic to reach the after hours service, which will connect you to one of my colleagues (also a local Richmond family physician) for consultation and care. *Wait times to speak to the physician can be up to two hours.*
- 2 Follow all instructions on the voice messaging system.

What information should you have ready before calling?

- 1 Your Personal Health Number, found on your B.C. Services card.
- 2 Your date of birth.
- 3 Your contact information, including your phone number.
- 4 Your reason for calling the after hours service.

After hours care physicians do not have access to your medical records.

What happens next?

After your call with the after hours physician, I will receive detailed notes to ensure you receive continued care.