

Primary Health Care Connections (PHCC)



“...reduces, if not eliminates, the need to go to Emergency for non-urgent health care.”

Patient feedback

“A good service for all involved. Allows me to get a snapshot of what the prospective new patient has going on.”

Family Physician

Did You Know?

Patients without a Family Physician who visit an urban Emergency Department are **referred to PHCC**.

People without a Family Physician contact PHCC **directly**. Call volumes have been increasing steadily, averaging over 50 calls per month.

PHCC has supported **over 500 patients** without a Family Physician. During the first year, **over 60 Family Physicians** from across Capital Health signed on to accept new patients. Over 45 of these Family Physicians have accepted new patients into their practice.

Patient response has been **very positive**: over 80% are either satisfied or highly satisfied with PHCC.

Physician feedback is **very supportive**. Physicians comment they have not been overwhelmed with requests. Receiving the initial patient history allows for a smooth transition for both the patient and family physician.

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