
How can we help with your panel requirements with the Vancouver Division of Family Practice (VDOFP)?

The VDOFP has an amazing attachment team that can provide ongoing panel attachment support and initial onboarding through information calls to introduce the options for attachment.

What are the attachment options with the VDOFP?

Health Connect Registry (HCR) through the Provincial Attachment System (PAS)

A province-wide registry where patients self-register when they need a primary care provider. The objective of the PAS is to better support patients and family physicians by establishing a clear, and digitally enabled approach to attachment coordination across the province. This is ideal for providers to build and rapidly grow their panels.

Click here for more details:

[🌐 PAS FAQs](#)

Patient Attachment Initiative (PAI) - Priority Stream

The PAI is a referral-based initiative that provides individualized matching for Vancouver providers. PAI has a focus on helping providers balance their panels, pursue special clinical interests, and support patients with more urgent primary care needs.

Visit our website for more details:

[🌐 Patient Attachment Initiative](#)

What is the differences between the two attachment streams?

HCR	PAI
<ul style="list-style-type: none">● Large volumes of patients at a time● Patient Health Information limited to self-reported health questionnaire● Monthly capacity requested, although patient lists can be sent at any time after completion● Higher clinic administrative workload/MOA endorsement encouraged	<ul style="list-style-type: none">● Smaller, curated number of matches (~20/week max)● Clinically assessed patients, matches formed based on both provider/patient preference● Requests sent Tuesdays only● Greater control over patient profiles

How do patients enter each attachment stream?

HCR - Through the Provincial Attachment System patients can register themselves through an online registration form or by calling 8-1-1.

PAI - For the priority stream, patients are identified within community as needing a primary care provider by our community partners. This includes acute settings like hospitals and Urgent Primary Care Centres (UPCCs), community clinics, inpatient and outpatient services, and other community health services.

What information will providers receive prior to accepting patients for attachment?

HCR - Patient information is limited to self reported health questionnaires and urgency for attachment is determined based on the patients interactions with the health care system from Low, Medium, and High.

PAI - Providers will receive anonymous clinical summaries to review prior to accepting a patient. This includes the patients age, gender, diagnoses, medications, specialist involvement and any family members the patient would like to be considered for attachment as well.

Can you decline or return patients through each stream?

- HCR** - Yes. Providers as well as patients can decline the attachment at any point. If the attachment is a poor fit for either party, they can be simply returned to the HCR and sent to a different provider for review.
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- PAI** - Conditionally. PAI has a one-match policy for patients and since all information on the patients care needs are provided prior to accepting, declining after attachment is not encouraged unless:
 - i. The patients care needs are outside your scope of practice
 - ii. You have limited resources available to support their care needs
 - iii. The patient is more complex then originally thought
 - iv. The patient and yourself have decided it's not a good fit after your first appointment

How can you control how many patients you receive from each stream?

- HCR** - Within your PAS account, you can update your capacity at any time with the "Monthly Capacity" field. We encourage you to reach out to your Attachment Coordinator for any new requests or updates to your capacity.
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- PAI** - For PAI you can indicate your capacity and preferences on the Provider Registration Form, including:
 - How many requests you would like to receive per week
 - What health profiles you would like to consider for attachment
 - Any preferences around patient ages or demographics
 - Whether you would consider patient family members for attachment



Will you only receive patients from your preferences listed in the Provider Registration Form?

Most matches will align with your preferences, but occasionally patients may fall outside those preferences due to limiting factors like clinic location, gender or patient needs. We encourage providers to accept a variety of patient health profiles to ensure their panel remains balanced.

Can you change your capacity or pause with either attachment stream?

Yes! Both programs are very flexible. Just reach out to update your capacity, attachment areas, or pause requests at any time. The team will check-in with you 2-4 weeks after starting with PAI to determine how things are going.

When are PAI requests sent?

PAI match requests are sent every Tuesday by fax or email. Providers are asked to respond within one week of receiving the match requests. Once you accept a patient, an acceptance referral package will be sent to you by fax.

How do you get started attaching?

If you're interested in HCR, PAI, or both, the team will send you a PAI Provider Registration Form to complete. Additionally, the team will send you helpful resources to help access your PAS account to start the process.

What do you do if the number of PAI match requests for review are not meeting your attachment needs?

- Consider updating your patient preferences to include more broad attachment areas
- Reach out to the attachment team to see if more patients could be sent or if you need to explore the alternative attachment option, HCR.
- Utilization of the Provincial Attachment System (PLS) - The PAI receives many referrals for patients who do not speak English. Utilizing the PLS can give you higher requests per week and help provide equitable access to primary care for Vancouver residents.

Other Resources

Physician Health Program



The Physician Health Program (PHP) is a program designed to help physicians wellbeing; this includes a referral-based program where physicians can register themselves in a secure and confidential way for their attachment needs. The VDOFP works in partnership with Doctors of BC to attach physicians in need of a primary care provider with other physicians who are willing to accept them through the PAI and the PHP.

If you receive physician clients from the PHP, the match requests you receive will look different than regular patients sent through the PAI, and will not include any identifying information to maintain confidentiality and is limited to only self-disclosed health information. If you accept a physician client, we will inform the PHP team to connect the physician to your practice based on your booking instructions.

For more details, please press the button below:

Physician Health Program



Provincial Language Services

The Provincial Language Service (PLS) is a service provided by the Provincial Health Services Authority (PHSA). The PLS aims to provide equitable language and communication access for clients requiring support in health care settings. The PLS offers these services to health authorities, family practice practitioners, specialist offices, and other allied health professionals.

Services Provided

- Interpreting
- Deaf, Deaf-Blind & Hard of Hearing
- Francophone
- Translation

For more details please press the button below:

Provincial Language Services