

Q&A for the Vancouver Southeast UPCC

Q: Where is the Vancouver Southeast UPCC located?

- The Southeast UPCC is located at 5880 Victoria Drive in the Victoria-Fraserview neighbourhood.

Q: Do family physicians work at the UPCC?

- We have a mix of Physicians who have applied to work at the SE UPCC.
- Some retain a small family practice (northern and remote), some with ED background, and some with rural and remote robust family practice experience.
- Our nurse practitioners have practice and training rooted in primary care and come from various acute/community, primary care/specialty practice areas.

Q: Is a family physician eligible to apply for a full-time position in the urgent care center?

- The Ministry of Health (and related contract) restricts a physician to a maximum of 0.5 FTE to work at the Urgent and Primary Care Centre.


Q: How will communication occur between the UPCC and community docs?

- Electronic communication (consult note) will be sent to the patient's family physician/nurse practitioner with every patient visit/encounter.
- At each registration the patient is asked to verify their primary care provider to support this communication.

Q: Will patients need a PHN to be seen in the UPCC i.e., visitors without PHN?

- MOAs will gather necessary registration information as determined by our EMR Cerner documentation system.
- All patients can and will receive care despite their variable coverage/insurance plan including out of province and country. There will be a cost for private or out-of-country patients.

Q: Can my patient come to the UPCC on their own or referred through 811 or a family physician?

- UPCC is accessible through a walk-in (non -appointment) capacity where unattached and attached patients can visit for urgent level primary care support, without a direct referral.
 - UPCC does NOT in any way replace or compete with the family physician longitudinal care support in the community.
 - The Urgent care service is not a traditional walk-in primary care or longitudinal care clinic.
 - UPCC is a conduit from the family physician/nurse practitioner's office where the provider can direct their patient for urgent level care during the day evening or on
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weekends if, based on their assessment, cannot be accommodated in their office in a timely manner.

Q: How soon can my patient expect to be seen at the UPCC?

- UPCC will assess and treat all patients who present (both unattached and attached) based on the level of URGENCY using the CTAS triage tool.
- Patients who are triaged with low acuity will be expected to wait based on the level of urgency in the clinic and will be seen in order of priority.
- Staff at the UPCC will continue to educate and reinforce *the right place and right time* discussion for all who visit, reinforcing the UPCC as an urgent primary care level service while ensuring that the longitudinal care aspect of a patient's needs is appropriately directed back to the family care provider.

Q: How does the SE UPCC work with the Vancouver Division's Patient Attachment Initiative (PAI)?

- SE UPCC will adopt Vancouver's PAI processes to ensure referrals for unattached Vancouver patients seeking a regular primary care provider are submitted with appropriateness.
- Highest of complexity patients will be referred to VCH primary care clinics.

Q: Does my patient have access to X-ray and lab services on-site?

- No, SE UPCC does not have diagnostic imaging or lab on site.
- Imaging and Lab are conveniently located within a 1-2 min walk next door to the facility.

Q: Where do we sign up for shifts at the new SE Vancouver UPCC?

- There is an application and interview process for all team members.
- All physicians and nurse practitioners are required to be members of VCH Medical Staff and maintain privileges for the site. This is part of the application/interview process.
- Postings are all visible and accessible for both contract and ad-hoc casual on [HealthMatchBC.org](https://www.healthmatchbc.org).
- **Locum Family Practitioner/General Practitioner (Emergency) VCHA-4292**
Click [here](#) to access the VCHA-4292 posting.