

KOOTENAY BOUNDARY HEALTH CONNECT REGISTRY (KB HCR)

Guide for Clinics

This guide is designed to help your clinic use the Kootenay Boundary Health Connect Registry (KB HCR), a centralized waitlist for unattached patients seeking a primary care provider in the region .

For fairness to all unattached patients seeking a provider, **all clinics are encouraged to use the KB HCR as the single primary waitlist for ALL patients in Kootenay Boundary**. KB HCR Patients are registered and attached in chronological order based on their registration date, and clinics are relieved of fielding repeat calls from unattached patients and managing individual waitlists that become outdated and overwhelming. And, patients are registered **once** on a centralized waitlist, not on multiple clinic waitlists.

Unattached **high-priority patients** can be flagged for priority enrollment and are referred to [KB Health Primary Care Clinic](#), our regional virtual clinic providing interim care to complex, urgent and semi-urgent patients. These patients receive primary care until attachment to a physical clinic in their community can be arranged. As patients are repatriated to clinics in their home communities, space is created at KB Health Primary Care Clinic to accept new high-priority unattached patients from across the region via the KB HCR.

Topics include:

- [Referring Unattached Patients to the KB HCR](#)
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Referring Unattached Patients to the KB HCR

For non-urgent patients, ask them to self register on the KB Health Connect Registry waitlist (KB HCR). They can do this online at www.kbhcr.ca or by calling 8-1-1.

For complex, urgent and semi-urgent patients, use the [KB HCR Priority Referral form](#) to flag them for priority enrollment in the KB HCR ([see instructions below](#)).

For more detailed information on how to refer to the KB HCR, see these handy guides on how to refer to the KB HCR for [clinics](#) and for hospitals when [discharging unattached patients](#).



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Using the KB HCR as your Patient Waitlist

Clinics no longer need to keep “in house” waitlists - all patients can be referred to self-register on the KB HCR. With patient consent, we can also assist in transferring patients from your existing clinic waitlist to the KB HCR while keeping their place in line for attachment when space becomes available at clinics in their community. Contact the KB HCR coordinator at kbhcr@kbdivision.ca for more information on how to transfer patients from your clinic waitlist to the KB HCR, and how to use the KB HCR when you are ready to attach.

Using the KB HCR when a Practitioner is Retiring / Departing

Non-urgent patients that become unattached can be directed to self-register on the KB HCR, either by visiting kbhcr.ca or calling 8-1-1. We've prepared a [simple letter template](#) with information for the patient about the HCR that you can use as a starting point in your patient letters.

Complex, urgent and semi-urgent patients that cannot be absorbed by other clinic practitioners can be referred for priority enrollment on the KB HCR. Please complete the [KB HCR Priority Referral form \(instructions below\)](#). Our KB HCR coordinator will contact patients directly to register them on the KB HCR and assist in facilitating their attachment, either with local clinics accepting patients or with the KB Primary Care Clinic as soon as space is available. Patients attached to the KB Primary Care Clinic receive primary care virtually until attachment to a physical clinic in their community can be arranged.

Using the Priority Referral form

If you are providing care to unattached patients in urgent need of a primary care provider, use the [KB HCR Priority Referral form](#) to flag your patient for priority attachment. Fax completed forms to 1-833-979-1008.

Important note: Submitting this enrollment form does not guarantee attachment, and no care will be provided to the patient until attachment occurs.

Attaching Patients using the KB HCR

When your clinic is ready to attach, contact the KB HCR coordinator at kbhcr@kbdivision.ca for a list of patients looking for a provider in your community. The coordinator will work with your MOA/Clinic Manager to provide patient lists in a way that supports your clinic's needs and processes. If your clinic



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referred patients to the KB HCR due to a practitioner retiring or departing, we will work with you to repatriate these patients back to your clinic. Attachment is not confirmed until after a meet & greet appointment - if the fit isn't right, patients and/or practitioners can decline the attachment and patients are returned to the registry. See the [Pathway to Attachment flowchart](#) for more details.

We are actively repatriating patients that have been under the care of KB Health Primary Care Clinic and you may receive some of these patients as you reattach. We call this process "second-stage attachment". For these patients, please use the [KB Health Primary Care Clinic Attachment Guide](#) for attaching priority referred patients and their family members.

When attaching patients, [use the 0-fee attachment code](#) to denote the attachment of all new patients.

Promoting the KB HCR to Patients

Display promotional materials in your clinic - We have [posters](#) and business cards that we will print professionally and deliver to your clinic door. Contact the KB HCR coordinator at kbhrc@kbdivision.ca to order print materials.

Include information about the HCR in your phone message - This is a great way to direct patients looking for a primary care provider to the KB HCR without taking up valuable clinic staff time. Here is a sample script: *"We are not accepting new patients at this time. The Health Connect Registry is the region-wide patient registry in Kootenay Boundary for people who are looking for a physician or nurse practitioner. You can register on the Health Connect Registry at www.kbhcr.ca or by calling 8-1-1. Once registered, you will be contacted directly when a primary care provider is available."*

Add information about the HCR to your website - Check out the websites for [Columbia Primary Care Clinic](#), [Monashee Medical Clinic](#) and [Riverside Family Medical Clinic](#) for great examples of how you can mention and link to the KB HCR on your website.

Contacting the KB HCR for Support

Contact the KB HCR coordinator anytime at kbhrc@kbdivision.ca for more information on how the Health Connect Registry can support your clinic with patient waitlists and attachment.



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