

News from the Rural Health Action Group

Contact: John Higham < john.higham@chignectogroup.com >

Your family doctor's practice is closing - there is no replacement. What do you do now?

The news that two family physicians in the Tantramar area are closing their practices leaves several hundred local residents without access to a family doctor. If you find yourself in this predicament, the Rural Health Action Group has checked with Horizon, Medavie/Blue Cross, and the New Brunswick Department of Health. In this article, RHAG shares the basic instructions on how to ensure continuity of service.

Your first step is to register with Patient Connect NB.

Please note that you MUST register in order to be placed on a waiting list. Because priority is given to patients without a health care provider, on a first-come, first-serve basis, you are encouraged to register as early as possible. In order to register, you will need a valid NB Medicare card.

You can register online here: <https://liensantenbhealthlink.inpuhealth.com/ereferral>. Click on the link to patient self-referral. If you register online, you will receive an email confirmation of your registration-

To register by phone, call 811.

The information you provide to Patient Connect NB will be transferred to Health Link NB, which over the coming months will replace Patient Connect. Health Link NB is a service intended to respond to your health care needs until you can be connected to a permanent health care provider, either a nurse practitioner or a doctor. Health Link NB will also notify you when you are connected to a permanent provider. You can book appointments through Health Link by phone or online at <https://nbhealthlink.ca/>. Appointments can be in-person, online or by phone, depending on your needs.

Once you are matched with a health care provider, the provider will call you. Take note, however, that if the provider is unable to reach you by phone after three attempts, your file will be closed and you will need to register again. Be sure to provide your current phone number when you register.

If you are waiting to be registered with Health Link NB, or if you need non-urgent medical attention while waiting for your health care provider, you can make an appointment through Evisit NB at <https://www.evisitnb.ca/> from 8:00 a.m to 8:00 p.m., seven days a week.

As always, **in case of an emergency, call 911** or go to the nearest Emergency Department.

We know these are uncertain times. You will have many questions, and we continue to work with Horizon Health to identify answers and more information as available health care access evolves in our region. Watch for further RHAG information bulletins and updates.