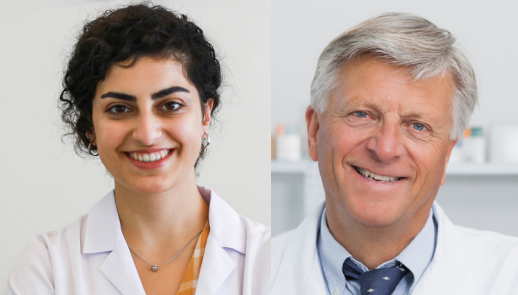


TANTRAMAR HEALTH CARE UPDATE

Questions and Answers

RURAL
**HEALTH
ACTION**
GROUP



What is the Tantramar Primary Health Care Clinic?

It is a new community health clinic that uses a team-based approach to provide primary health care to eligible patients who have recently lost their family doctor or nurse practitioner, and are included in the list of patients who require immediate care.

Who can go to the Clinic?

The Clinic is currently open to patients of Dr. Cathy Johnston, Dr. Andrea Wall, and Nurse Practitioner Angela Tower, who have urgent and chronic medical needs. Those patients have been notified by Horizon Health Network and are being set up with appointments at the Clinic. Similarly, some patients of Dr. Adrian Kelly will also be notified by Horizon.

Where is the Clinic located?

The Clinic is located at 2 Main Street, Sackville, NB, in the Tantramar Community Health Centre beside the Sackville Memorial Hospital (SMH). It is open 3-4 days per week by appointment only.

May I make an appointment at the Clinic?

Only those patients notified by Horizon Health Network, as described above, are being called for appointments. It is hoped that once the Clinic is fully staffed, it will be able to offer primary health care services to all community members in need of primary health care.

What is Primary Health Care?

Most of us think of our family doctor as our source of primary health care. But, as the health care system adapts to the changing needs of both physicians (general practitioners) and families, primary health care is better served using a team-based approach; what is called a Patient Medical Home. This means the Clinic will have a team of physicians, nurses, and administrative staff, as well as other health care professionals, to service the various needs of patients.

Does it replace my family doctor?

Yes, if you are a patient of the Clinic, you no longer require a family doctor, as all of your primary health care needs are serviced by the team at the Clinic.

If I have an appointment at the Clinic, will a doctor see me?

That depends on what your appointment is for. You may be seen by a physician and/or a nurse. The Clinic also hosts specialty clinics, such as diabetes and flu shot clinics.

What if I am on the waiting list for a family doctor?

Those who registered with Patient Connect NB or NB Health Link, and are waiting for a family doctor, will be removed from the list when they become patients of the Clinic, as the Clinic becomes your primary health care provider.

What is Patient Connect NB?

Patient Connect NB is the former registry for those who don't have a primary health care provider.

What if I lost my family doctor, but am not a patient of the Clinic?

If you currently don't have a primary health care provider, you should register with NB Health Link. If you're new to the province, you should also join the registry as soon as you receive your Medicare card.

What is NB Health Link?

NB Health Link is the new provincial program run by Medavie Health Services NB used to register for both the waiting list and for access to interim services in the meantime.

NB Health Link provides access to in-person, telephone, and online appointments with a network of physicians and nurse practitioners across the province. They can treat common medical conditions, prescribe medications, order tests, and make referrals.

The easiest way to register with NB Health Link is by calling 1-833-354-2300.

You can also register online at nbhealthlink.ca. Click on the *Registration* link, then follow the prompts until you see *Request Referral Form*. Choose *Patient Registration* to go to the registration page.

What is Maple (eVisitNB)?

Maple is a for-profit online service that gives patients across Canada access to virtual health care. For services that are covered by Medicare, New Brunswickers should use eVisitNB.ca to register for virtual services provided by Nurse Practitioners 8 am to 8 pm seven days a week.

Alternatively, you can set up an account at getmaple.ca, and download the Maple app, to be connected with a doctor or nurse practitioner from your region 24/7. However, you may be charged a service fee, which may or may not be covered by private medical insurance.

What should I do if I need urgent medical care?

If your concern is an emergency, call 911 or go to your local emergency department. Do this whether or not you are a patient of the Clinic.

Current SMH Emergency Department hours are 8 am to 4 pm, 7 days a week. Check for unexpected closures at horizon.ca.

If you need health advice about symptoms, injuries, or illnesses, and you have a Medicare card, dial 811 to access Tele-Care services. Tele-Care 811 is staffed 24/7 by bilingual, registered nurses, and is free of charge.

Many communities also have walk-in medical clinics, and after hours clinics that allow you to make appointments. If there are no clinics in your community, visit the nearest hospital that has an outpatient department that is open.

Still have questions? Call Tele-Care 811.



Who is working to improve access to health care in New Brunswick?

AT THE PROVINCIAL LEVEL

Horizon Health Network

Horizon is the operator of hospitals and medical clinics in New Brunswick, and the employer of thousands of health care workers. Their mandate includes the education and training of health professionals, as well as recruitment of physicians, nurses, and others to provide community-based health services.

MLA Megan Mitton

As the MLA for Memramcook-Tantramar, Megan is an active advocate for health, and supports local decision-making in health care.

AT THE LOCAL LEVEL

Municipality of Tantramar

Actively working to recruit physicians to practice in the community. Collaborates with RHAG and Horizon on various initiatives and campaigns.

Rural Health Action Group

A group of community volunteers helping to attract health care workers to the Tantramar area, monitor and improve local health care services, and collaborate with Horizon Health Network to recruit and retain physicians and nurses. RHAG works with Town Councils, SMH Auxiliary, SMH Foundation, and many other community organizations.

