



## **Welcome to the Lower Columbia Community Health Centre (CHC)**

### **WHO IS THE Lower Columbia CHC?**

The Lower Columbia CHC is a not-for-profit, community-run organization committed to providing holistic, team-based healthcare to our patients. The clinic is managed by an Executive Director, Medical Director and Clinic Lead. The Lower Columbia CHC is committed to providing quality care, taking care of your personal health information and making sure we're meeting the needs of our patients.

### **HOURS:**

We're open Monday to Friday 9am to 4pm and closed for all statutory holidays. Some evening and weekend hours will be added when staff are available.

### **APPOINTMENTS:**

- In-person and virtual (phone or video) appointments are available. Some appointments require an exam and we will need to see you in person. If you feel comfortable, please provide the reason for your visit when booking your appointment, as this will allow us to serve you better.

Please arrive at least 5 minutes before your appointment. If you are late, your care provider may not be able to see you and your appointment may need to be rescheduled.

If you are going to be late or are unable to make your appointment, please call the clinic at (250) 368-5656. If you miss your appointment without letting us know there is a \$25 no show fee.

Please note there is no audio or visual recording while at the clinic or during your appointment unless consent has been obtained from each individual present.

### **PRESCRIPTIONS:**

We require an appointment for prescription refills. Please book at least 2 weeks in advance for prescription refills.

Patients requiring prescription narcotics may be asked to sign an opioid use agreement.

**SAFETY :**

We work hard to create a respectful and welcoming clinic. The Lower Columbia CHC is a safe place for patients and staff. Disrespectful or disruptive behaviour towards staff, primary care providers, and other patients will not be tolerated, and can lead to termination of the patient-provider relationship. Your respectful communication and behaviour will support this goal.

**LIFELONG LEARNING:**

The Lower Columbia CHC team is proud to be involved in teaching future health care providers and to participate in ongoing quality improvement and research. Our patients are an important part of the learning experience.

**YOUR LOWER COLUMBIA CHC TEAM:**

The Lower Columbia CHC clinical team will include nurses, social workers, physiotherapists, community outreach, nurse practitioners and family doctors. You will also have access to regional Primary Care Network services including respiratory therapy, dietician, aboriginal navigator, pharmacist, and occupational therapy. And most importantly, is our administrative team of hard working medical office assistants. You will have a regular primary care provider and may see other members of the team, depending on your needs. We are excited to provide you with team-based care.

**We look forward to working with you on your health and well-being.**

If you have any questions, please ask.

Lower Columbia CHC Team

(250) 368-5656

**Patient Signature:**

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