



FOR IMMEDIATE RELEASE
August 4, 2017

ONLINE SYSTEM NOW AVAILABLE TO STREAMLINE PATIENT ATTACHMENT P.A.M Program shifts to self-registration system

CHILLIWACK, B.C. — The Patient Attachment Mechanism (PAM) Program began in August 2014, matching unattached patients to family doctors and nurse practitioners in the Chilliwack, Agassiz-Harrison, and Hope area. Due to increasingly high call volumes over the past year, the phone service used for registration has evolved to better serve the callers. To streamline the application process going forward, the Chilliwack Division of Family Practice is excited to announce the launch of its new online program. www.divisionsbc.ca/chilliwack/pam

This online registration system is simple and easy to use, and should only take approximately one minute per person. Upon completion, the user will be sent email confirmation, along with a list of health care options to utilize while waiting for attachment. Note that this is a waitlist. For patients living in Hope and the Fraser Canyon, we can begin the attachment process within weeks. For patients living in Chilliwack and Agassiz-Harrison, currently it can take up to 5 months for attachment. Registrants will only be contacted once there is capacity in their community.

Unattached patients are asked not to reapply through the online system if they have previously registered by leaving a phone message as the lists will be combined and duplicate registrations may slow down the attachment process.

For patients who do not have internet access, the phone system is still available and someone would be happy to help process the registration over the phone. These patients are encouraged to call 604-795-0034 Monday to Friday between 9am-3pm.

Hope Physician Dr. Josh Greggain explain, "The Patient Attachment Mechanism (PAM) is the most efficient way for patients to get attached to local family physicians and nurse practitioners. It has been revolutionary in how we've **attached** patients to clinics in our community. In the last four years, PAM has given us the opportunity to attach patients with the most appropriate healthcare provider: whether the patient is newly pregnant and needs someone to follow them through the pregnancy, they require a chronic medical support, or has a new cancer diagnosis and requires local medical professional.

www.divisionsbc.ca/chilliwack

Family physicians working together
to improve health care.





Chilliwack
Division of Family Practice

A GPSC initiative

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The medical community of Hope and the Fraser Canyon would not be where it is today without the help of PAM.”

Please note that this service is only available for patients who do not already have a family doctor or nurse practitioner, and who live in the Chilliwack, Agassiz-Harrison, or Hope areas.

For more information, visit the Chilliwack Division of Family Practice at www.divisionsbc.ca/chilliwack.

Those who are waiting for a family doctor can access walk-in clinic services. Find current wait times and hours at www.medimap.ca

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