

“The health care providers at the CPCC are thorough, caring, and compassionate and the office staff provide great service”

A GP for Me Chilliwack Primary Care Clinic (CPCC) Patient Story

A CPCC patient shares her experience about being a patient at the CPCC; how the care provided at the CPCC improved her health, health outcomes, and other areas of her life.

Meet Jasmine...

Jasmine* lives in Chilliwack and has been receiving health care services at the Chilliwack Primary Care Clinic (CPCC) for over two years. Diagnosed with degenerative arthritis, fibromyalgia, and anxiety, and taking various medications to manage these, she requires a primary care provider who would spend time with her in order to understand her multiple health needs. Jasmine’s husband is her caregiver and helps her with daily activities that are difficult for her to do by herself due to her complex health needs. Given her health concerns, she shares her discomfort at going to a walk-in clinic because she needs a primary health care provider who can provide continuous care, especially for complex health care needs.

During her first visit at the CPCC, Jasmine was pleased that the doctor spent over thirty minutes reviewing the number of medications she was taking. This extensive consultation meant that her new doctor was able to understand why Jasmine was on each medication and could then assess whether some medications could be reduced or eliminated and to develop a care plan for her based on that. The set-up of the CPCC allows a doctor to book longer than average appointments (e.g. 10-15 minutes) with patients if necessary, to thoroughly treat those who have complex health care needs.

The longer than average appointment meant that Jasmine immediately felt cared for and that her voice as a patient would be heard. She appreciated being actively involved in her health care decisions and working as a team with the health care providers at the CPCC. This collaborative approach eventually helped reduce some of Jasmine’s medications where appropriate, and focused on improving her health issues and on health promotion.

Prior to Jasmine becoming a patient of the CPCC, she had visited the Emergency Room over a dozen times in one year alone. These visits were largely due to allergic reactions to medications and adverse impacts and interactions of the multiple medications. In contrast, since having become a patient at the CPCC, she has used the ER only twice for urgent health issues. By reducing and managing medications, not only has Jasmine needed to go to the ER less often, but she also feels more alert in her thinking processes and enjoys a better quality of life. Jasmine said that being a patient of the CPCC “improved her life” and that if it were not for the care provided at the CPCC for her complex health conditions she may not be alive today.

Her doctor is happy to see improvements in Jasmine’s increased alertness and adds, “Although she has complex health care needs, Jasmine has been extremely cooperative and patient. Patients need to be truly active participants in their own health care for the best outcomes possible; Jasmine has been a perfect example of this.” From the perspective of the care provider, Jasmine’s doctor notes, “Finding a suitable family doctor can be a time-consuming process; so we do a lot of behind-the-scenes work to ensure that the patient is cared for at the CPCC, even as we try to match them with a primary care provider in the community.”



Speaking of the importance of a nurse practitioner's role in providing care for her, Jasmine notes that being able to see a CPCC nurse practitioner in between appointments with the doctor at the CPCC is helpful. She adds that the health care providers at the CPCC are "thorough, caring, and compassionate" and the office staff provide great service to clients and have a good sense of humor. She has told people in the community that the CPCC is an excellent place to receive quality health care. She is thankful to the CPCC doctors, nurse practitioners, and staff for giving her back her quality of life and well-being.

If you do not have a family doctor or nurse practitioner, and are living in a community from Chilliwack to Boston Bar, please 'call PAM', the Chilliwack Division of Family Practice's Patient Attachment Mechanism, at: 604-795-0034 (for residents of Chilliwack, Agassiz, and Harrison) or toll-free at 1-844-795-0034 (for residents of Hope and the Fraser Canyon).

**The patient's name has been changed to help protect their privacy. The patient has given permission to share their interview responses in the form of an anonymous story and reviewed the final story before it was circulated.*

About the Chilliwack Primary Care Clinic

The Chilliwack Primary Care Clinic (CPCC) was opened in partnership with Fraser Health in 2012 to provide support to unattached patients by offering follow up care to them once they were discharged from Chilliwack General Hospital. The CPCC also focuses on providing ongoing primary care for vulnerable and complex patients, including those with mental health needs, whose health conditions would be optimally managed in an interdisciplinary setting. The CPCC's capacity is being enhanced through funding from A GP for Me to March 2016, - a provincial initiative of the Government of BC and Doctors of BC that aims to improve access to primary care and help more British Columbians who want a primary care provider to find one. The Chilliwack Division of Family Practice is leveraging the CPCC to act as a site to stabilize and transition unattached patients into the community, and provide additional supports for those vulnerable and complex patients that are better suited to remain with the interdisciplinary CPCC team, which includes family doctors, nurse practitioners, and a mental health clinician.

