



FOR IMMEDIATE RELEASE  
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## 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](http://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.

“The Patient Attachment Mechanism (PAM) is working to create one access point for people who do not have a family doctor or nurse practitioner, and are looking for one. The Division created PAM because we heard people were frustrated when they would try to find care in the traditional means. The websites had outdated lists of doctors accepting, so people would have to call multiple clinics only to hear they didn’t have the capacity to take on more patients. PAM is a waitlist, so while we are not able to attach people immediately, we have been successful in attaching over 3600 people in the last three years! While people are waiting to be attached, they can log on to [www.medimap.ca](http://www.medimap.ca) for the closest walk-in clinics and their wait-times.”  
Explains Chilliwack Division of Family Practice Executive Director, Katrina Beppele.

[www.divisionsbc.ca/chilliwack](http://www.divisionsbc.ca/chilliwack)

Family physicians working together  
to improve health care.





*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.*

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For more information, visit the Chilliwack Division of Family Practice at [www.divisionsbc.ca/chilliwack](http://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](http://www.medimap.ca)

