

## **Patient Connect NB Frequently Asked Questions**

### **1. What is Patient Connect NB?**

Patient Connect NB is a provincially-managed, bilingual patient registry for New Brunswickers without a family physician.

### **2. When will it be in operation?**

May 28, 2013.

### **3. Who is eligible to register with Patient Connect NB?**

Anyone who is eligible for a New Brunswick Medicare card is eligible to register.

### **4. How many New Brunswickers don't have a family physician?**

While this number is difficult to estimate, it is believed that there are between 16,000 and 30,000 New Brunswickers without a family doctor.

### **5. Can those currently living outside the province but planning to move to New Brunswick register?**

Yes, but an Individual must have a valid Medicare card from another province to register.

### **6. How will this new registry benefit New Brunswickers who currently don't have a family physician?**

This registry will be a well-managed resource that will match patients with family physicians who are able to take them into their practice.

### **7. What will happen to New Brunswickers who are currently on no-physician lists?**

Those currently on no-physician lists will automatically be added to the new patient registry and will maintain their priority. They do not need to contact Tele-Care 811.

### **8. How many people are currently on the no-physician lists?**

There are approximately 16,000 people on the no-physician lists.

**9. What is the process for being put on the list?**

Those wishing to be added to the registry can do so online on the Department of Health's website or by calling Tele-Care 811.

**10. Will patients be prioritized?**

Those currently on no-physician lists will be added to the new registry and will maintain their priority.

**11. Will patients on the list have to provide personal health information? Will this information be protected?**

Patients will need to provide a certain amount of health information to assess health needs. All information will be confidential.

**12. It's been said that the current no-physician lists have not been well-managed. How will this affect the new registry?**

There will be a period of transition as the patient information is moved from the old lists to the new registry. All patients currently on no-physician lists will be automatically added to the new registry. In the coming months these patients will be contacted to ensure that their information is correct and that they are still looking for a doctor.

**13. What is the process for physicians taking patients of the registry?**

Physicians who have space in their practice will contact Tele-Care 811 to advise that they are able to take patients. Tele-Care 811 will then select the appropriate number of patients from the registry and send their information to the physician. Patients will be advised via email, phone or mail that they are being assigned to a physician and will be provided the physician's contact information. Patients will then be responsible for contacting the physician's office to make an appointment to set up their file.

**14. Do patients wait until they are sick to make an appointment?**

No. It's important that the patient contact the physician as soon as possible to set up their file.

**15. Is there any consideration given to the distance a patient is willing to travel to see physician?**

When putting their name on the registry, patients will be asked what their preferred location for a family doctor is and how far they are willing to travel to see a family doctor.

**16. Will physicians be forced to take patients off the registry in priority sequence?**

Physicians will be assigned patients off the list on a first-come, first-served basis as spots become available in their practice.

**17. What if patients do not wish to see the specific physician they are assigned to?**

If a patient does not wish to see the physician they are assigned then they must advise Tele-Care 811 by phone as soon as possible. They will then be placed back on the list and will maintain their priority sequence.

**18. While a patient waits for a physician, will they receive care in the interim?**

Currently, government is exploring ways to provide the most acute patients with access to a physician while they wait for a family physician.

**19. Can individuals who have a family doctor but would like to switch to another doctor be added to the list?**

Yes, but those without a family doctor will be given a higher priority.

**20. What is the process for those who wish to remove themselves from the registry?**

Those who are leaving the province or no longer require a family physician are encouraged to call Tele-Care 811 and remove their name from the list.