

# PRIMARY CARE MONTHLY

The Brantford Brant Norfolk Primary Care Council Newsletter



2023

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## DIGITAL HEALTH CURRENT STATE SURVEYS FOR PRIMARY CARE

- The Brantford Brant Norfolk Primary Care Council (BBNPCC) is requesting approximately 10 minutes of your time to help us learn about the digital health current state of your office/clinic/team.
- [We have created an online survey here](#) or you can complete the attached printable copy and send to Kim Meier, OHT Digital Health Lead at [kim.meier@bchsys.org](mailto:kim.meier@bchsys.org)
- **We request your input as soon as possible, with a deadline of February 10, 2023.**
- The survey has been designed to inform our discussions regarding future state opportunities. It is paramount for us to have a better understanding of where we are today and this valuable information about your office/clinic/team is appreciated.
- More information can be found here:
  - [OHT Digital Health Playbook](#)
  - [Virtual Care Maturity Model](#)



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BRANT  
NORFOLK**  
Primary Care Council

## A MESSAGE FROM THE COMMUNITY PHYSICIANS RECRUITMENT COMMITTEE CHAIR:

*Hello!*

My name is Sandra Vos, and I am the incoming Chair of the Community Physicians Recruitment Committee. My career has been in nursing practice, education and research, before I moved onto agriculture, where I could practice health promotion to my heart's content.

This committee was spearheaded in 2002 by the Brant Community Healthcare System and the Chamber of Commerce Brantford-Brant. Financial support was provided by the City of Brantford to help address the lack of primary care community physicians. Our goal is to recruit and maintain primary care providers to work in our communities. Thousands remain without a primary care provider they can call their own.

The other members of the committee are:

- Jim Steele - Past Chair
- Rose Sicoli - City of Brantford Council Representative
- Mayor David Bailey - Brant County Council Representative
- Dr. Scott Elliott - BBNPCC Liaison
- Lebené Numekevor - Director, Medical Affairs Recruitment Manager

For all of you who have taken up practice in our community over the years, I cannot say a big enough thank you. The last few years have been exceptionally difficult as you had to manage new barriers, new ways of communicating, and coping with ever lengthening wait lists for tests, procedures and referrals. You are so important to the well-being of our community.



*Sandra Vos*



## MCMASTER UNIVERSITY, DEPARTMENT OF FAMILY MEDICINE 2023 SPRING RETREAT

We would like to share the following opportunity with local family physicians who participate in teaching with McMaster University. McMaster University is excited to be able to offer the annual Faculty Spring Retreat in person this year!

**Where:** Pillar and Post Inn & Spa in Niagara on the Lake

**When:** March 24 – March 25

**Who:** All McMaster Family Medicine Faculty are invited

[For more information and to reserve your spot, visit the Eventbrite event page here](#)

As a faculty member, you will be responsible for \$175.00 towards the cost of accommodation (plus any incidentals). All remaining costs of the retreat will be covered by the Department as an expression of their appreciation for your vital contributions.

The Family Physician Taskforce would also like to support attendees of this event by covering the cost of accommodations for physicians interested in attending. If you are interested in attending please follow the link to reserve your spot by February 7, 2023 and notify Dr. Lauren Kielstra, Faculty Development Coordinator along with Lebené Numekevor prior to submitting your payment.

Thank you for all that you do to support our community!

## LAUNCH OF OHT WEBSITE

The Brantford Brant Norfolk OHT is excited to announce the launch of their newly developed website: [bbnoht.ca](https://bbnoht.ca). This new website has several unique features to the OHT such as:

- 24/7 health service navigation (local and provincial) under "Find Health Services"
- Community partner events and news updates
- Brantford Brant Norfolk Primary Care Council pages with relevant information and toolkits for primary care
- Persons with Lived Experience pages with recruitment & engagement information

This website was developed with the input and expertise of over 25 community partners and collaborators and reviewed through the client lens by members of our Persons with Lived Experience (PWLE) committee.

In addition to the website, the OHT will also have two new email addresses that can be used by both community partners and the general public:

- [contact@bbnoht.ca](mailto:contact@bbnoht.ca)
- [primarycare@bbnoht.ca](mailto:primarycare@bbnoht.ca)



BRANTFORD BRANT NORFOLK  
ONTARIO HEALTH TEAM

## WHAT THIS MEANS FOR PRIMARY CARE:



Access all past and present PCC newsletters



View OHT digital health updates & training registration information



Access a growing list of primary care toolkits & resources



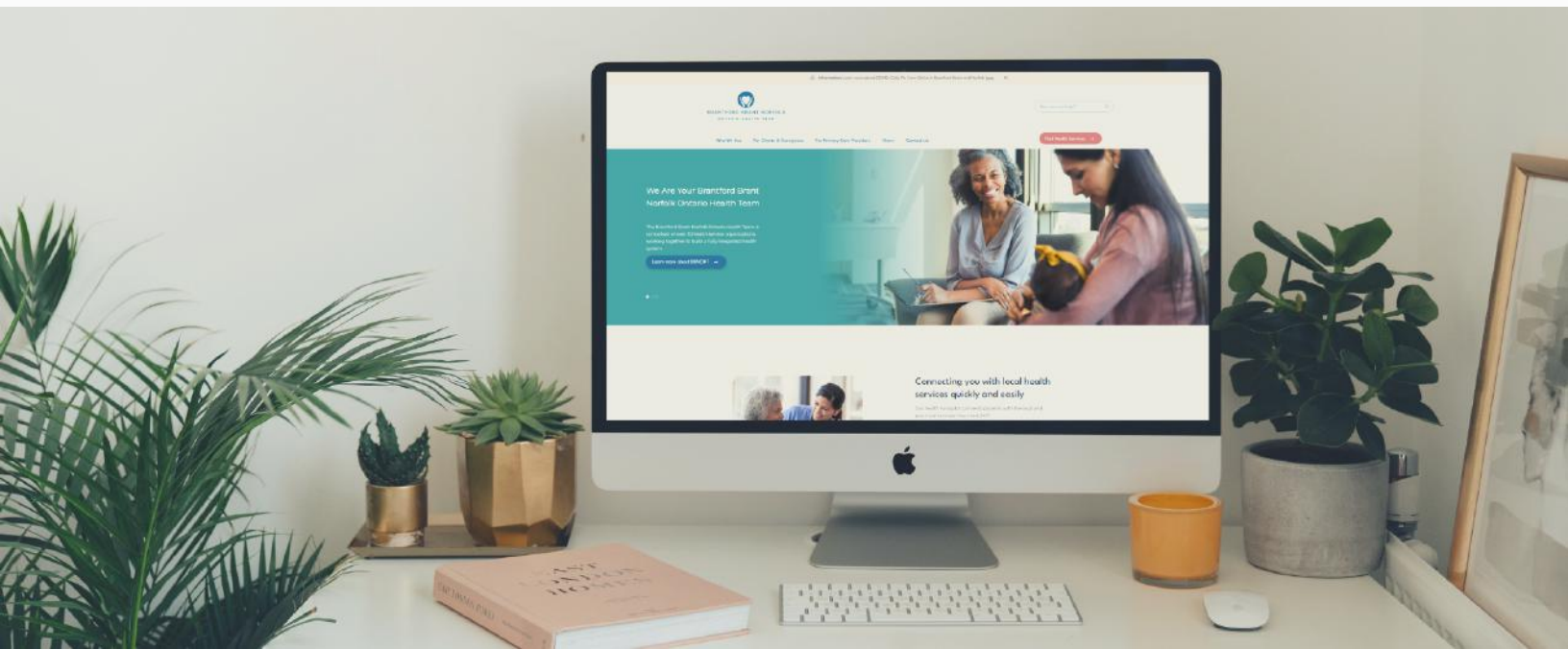
If you have a valuable resource for others to use please email [primarycare@bbnoht.ca](mailto:primarycare@bbnoht.ca)



View ongoing projects of the Primary Care Council



View & download the PCC Strategic Plan



## BCHU NEWSLETTER

- BCHU is now refocusing on non-COVID work with a top priority on stakeholder engagement. Primary care is an important community partner and they want to work on communication with community partners.
- BCHU would like to pilot a newsletter with the intention to provide local context to public health issues and share information about services.
- Rebecca Comley would appreciate feedback and is also open to offline conversations - you can contact her at [rebecca.comley@bchu.org](mailto:rebecca.comley@bchu.org)

## STRATEGIC PLAN IMPLEMENTATION UPDATE

- The second round of strategic planning survey results have been reviewed and the results are attached to this newsletter
- The survey results reaffirmed what we already knew about the issues facing primary care and what is leading to provider burnout.
- In the short term we will be reaching out to individual practices, that haven't been engaged in OHT yet, by doing site visits.
- Please complete the Digital Health Current State survey (page 1 of this newsletter) to contribute to this work

## NOW LIVE WITH OCEAN eREFERRAL - NORFOLK FHT

Norfolk Family Health Team has gone live in Ocean with receiving eReferrals and self-referrals for three programs:

- The Chronic Non-Cancer Pain Management Program (CNCMP)
- The Prenatal and Newborn Health Program
- The Sexual Health Program

To get set-up on the OCEAN eReferral Platform, contact [eReferral@ehealthce.ca](mailto:eReferral@ehealthce.ca) or [kim.meier@bchsys.org](mailto:kim.meier@bchsys.org)

## ONLINE APPOINTMENT BOOKING (OAB)

### WHAT IS OAB?

The ability for patients to access and make real-time (24/7) primary care office/team defined appointment types. There is also ability to communicate and confirm appointments back to the patient using email communication.

### WHAT IS HAPPENING IN OUR OHT?

- Licenses are still available with 9 months of funding reimbursement (as long as live by March 31, 2023)
- With only 8 weeks left to implement OAB, any clinics that register now must have already chosen a vendor and be ready to begin onboarding immediately.
- Contact OHT Digital Health Lead [Kim.Meier@bchsys.org](mailto:Kim.Meier@bchsys.org) for more info



## HEALTH CONNECT ONTARIO (PREVIOUSLY TELEHEALTH) REBRAND TO **HEALTH811**

- Health Connect Ontario (previously Telehealth Ontario) has been rebranded to Health811
- Health811 is a free, secure and confidential service Ontarians can call or access online 24 hours a day, seven days a week to receive health advice from qualified health professionals, such as registered nurses, locate local health services and find trusted health information.
- Patients can call 811 (TTY: 1-866-797-0007) for assistance with a variety of health-related questions and concerns or live chat on the site.
- If your organization has any materials featuring references to Health Connect Ontario (or Telehealth Ontario), please update this information to mention Health811 instead and include the new contact information for the service.
- [Visit the website to learn more and help promote to your patients](#)

### Health advice made easy

Connect with a registered nurse day or night for free, secure and confidential health advice.

[Chat with us](#)

[Call 811 \(TTY: 1-866-797-0007\)](#)



### Get connected to health care 24/7

Access safe, high-quality care and avoid unnecessary visits to the emergency room. This service is an easy way to get connected to care you or your loved ones need, but it does not replace your other touch point with your health care provider. In a medical emergency call 911 immediately.



#### Find a health service

Look for a doctor or health care services near you

[Find a service](#)



#### Check your symptoms

Use our symptom assessment to learn more about your symptoms

[Run symptom check](#)



#### Get health advice

Connect with a registered nurse to discuss your health

[Chat with us](#)



#### Search the medical library

Learn more about medical terms or conditions

[Explore now](#)