

We've been listening!

The KB Health Online Clinic has been working hard to improve access to appointments for our existing patients.

Starting February 1, 2023:

- We will open up new appointments daily called **Improved Access** appointments. These will be routine visits booked on a first come, first served basis and will be released seven days prior to the appointment date. You can book these quickly through your online patient portal at [kbhealthonline.ca](http://kbhealthonline.ca). If you would like a refresher on how to book online, please contact any member of the KB Health Online Clinic to arrange a time to connect with Kristy, our Virtual Care Coordinator.
- You can continue to pre-book appointments up to 30 days in advance with **Routine Access** appointments. Your provider may request you book Routine Access appointments for follow up, or you can book ahead to find a time that fits best for your schedule. Your appointments are best booked through your online patient portal at [kbhealthonline.ca](http://kbhealthonline.ca) or as directed by the requesting provider through Amy, our Patient Services Coordinator. These again, are appointments for routine issues.
- We will continue to hold Urgent Same Day appointments for the purpose of the management for more acute issues, called **Urgent Same Day Access** appointments. These appointments will be triaged and may require an additional visit with Angie, our Registered Nurse. You may also be directed by staff to immediately present to your closest Emergency Department. Urgent Same Day Access appointments can be booked through your online patient portal at [kbhealthonline.ca](http://kbhealthonline.ca) or by calling 778-364-1315.

The goal of this new scheduling model is to reduce your wait time to see Tanya, our Nurse Practitioner.

Examples of Urgent Visits	Examples of Routine Visits
New onset of fever New or worsening cough Difficulty breathing Nausea, vomiting, diarrhea Dizziness	Prescription refills Lab follow up Chronic Disease Management All other concerns

Ear pain Dental infection Urinary tract infection (UTI) New or worsening arm or leg pain Rash Vaginal pain Testicular pain Chest Pain Abdominal Pain Acute Medication Reaction	
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If you have any questions about booking appointments with KB Health Online, please call our clinic at 778-364-1315 and press 0 for reception.

KB Health Team