



Primary Care Clinic serving Kootenay Boundary

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KB Health Online Clinic and Patient Relationship Agreement

Welcome to KB Health Online – the Kootenay Boundary Regional Health Online Clinic.

KB Health Online is a virtual care clinic providing primary care to patients who do not have a family doctor or family nurse practitioner. We are a multi-disciplinary team including nurse practitioners, registered nurses, social worker, and patient services coordinator.

KB Health prioritizes post-operative, post-partum, and hospital discharge patients, as well as vulnerable patients and those with unattended chronic diseases, such as diabetes, COPD, etc.

KB Health is open Monday to Saturday with some evening appointment times available.

KB Health is NOT a walk-in clinic. Once you are a registered KB Health patient, we will do our best to book you in as soon as possible based on your health care needs, and same-day appointments may be available. If it is an emergency, please call 911 or go to the nearest ER.

To become a KB Health patient, you must not currently have a primary care provider (family physician or nurse practitioner). KB Health provides its patients with continual care, however, the care provider that you are booked with may be different depending on needs and availability.

At KB Health you may be seen by a nurse, social worker, pharmacist, or other team member employed by Interior Health. To care for you, they will access your patient chart, just like other team members in our clinic.

KB Health provides care virtually which means you will visit with your care provider by phone or video. If a care provider needs to see you in person, we will make arrangements for you to visit a care provider in Trail, Castlegar or Nelson, depending on your home community. In areas where KB Health does not provide in-person care options, the clinic team will support patients to connect with a clinic near their home community as needed.

Your first appointment is a Meet and Greet that will most likely be with our Registered Nurse who will review this document, the attached New Patient Form, and all consent forms with you. Please have your medication, relevant health information, and BC Services Card with health care number with you for this appointment. Failure to attend this appointment means we cannot assume any responsibility for your ongoing care.

Whenever possible, please provide the reason for your visit when booking an appointment. This enables our team to provide timely care by the most appropriate provider. Appointments are scheduled for 20-30

minutes which provides enough time to address only one or two concerns. It may be necessary for you to book a follow-up appointment to review additional concerns.

If you are going to be late, please call the clinic and we will do our best to accommodate you. If you are more than 10 minutes late, your care provider may not be able to see you and you will need to reschedule your appointment.

Occasionally, your care provider will be running late, but they will get to you as soon as they can, so please be patient and do not call the office.

If you are canceling an appointment, we would appreciate being notified at least 24-hours notice so another patient can take the appointment. If you routinely miss appointments, your care provider may choose to terminate the KB Health Online Clinic and Patient relationship.

Prescriptions will not routinely be filled by phone or fax. Please book an appointment for prescription refills. Your care provider is required to monitor your illness on a regular basis.

Patients requiring prescription narcotics MUST read and sign a chronic pain contract. For further information, please ask your primary care provider. A breach in this contract could result in termination of the KB Health Online Clinic and Patient relationship.

Disrespectful or disruptive behaviour towards staff, care providers, and other patients will NOT be tolerated. Any abusive behaviours will be reported to your primary care provider and can lead to termination of the KB Health Online Clinic and Patient relationship.

KB Health prohibits recording a provider and patient visit of any kind. Patients must not take photos or make video and audio recordings during a phone/video appointment, or in a private exam room, waiting room or other public clinic areas. This policy protects the privacy of patients and staff members, and it is a matter of patient-provider trust. Disregard for this policy will lead to the termination of the patient-clinic relationship agreement and you will need to seek care elsewhere. All recordings must be preceded by a conversation and agreement between all parties involved. If you have concerns about being able to remember your care plan or instructions, please discuss with your provider.

In order to provide virtual, comprehensive, and multidisciplinary care, we need your authorization on a few consent forms which have been included in this New Patient package.

We wish to be transparent and fair to all who require health care. If you have any questions, please ask.

We look forward to caring for you.

KB Health Team