

Getting people fast access to medical care in White Rock and South Surrey

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### What is a nurse practitioner?

A nurse practitioner is a health care provider with a background in nursing. Their advanced education and experience allows them to independently provide medical care to people.

Nurse practitioners can do any of the following activities:

- Assess, diagnose, and treat health conditions.
- Order and interpret tests.
- Prescribe medicines.
- Consult with and refer to other health care providers when needed.
- Provide care services to people at every stage of their life.
- Teach you and your essential care partner how to manage health conditions.

Together with the nurses, doctors, counsellors, and medical office assistants, they give you complete care.

## Our location

15476 Vine Avenue  
White Rock, B.C. V4B 5M2

## To cancel or reschedule

Call us as soon as possible.

**604-531-3111**

## Our hours:

Monday to Friday  
8:30 a.m. to 4:30 p.m.  
(Closed Statutory Holidays)

[www.fraserhealth.ca](http://www.fraserhealth.ca)

This information does not replace the advice given to you by your health care provider.

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For more copies: [patienteduc@fraserhealth.ca](mailto:patienteduc@fraserhealth.ca)

# Primary Care Access Clinic

For White Rock and South Surrey





Ling had a stay in the hospital recently. She can go home with a family practitioner managing her recovery in the community.



Devon and his partner Tim just moved from Vancouver. Devon has epilepsy and recently had a seizure. His doctor in Vancouver retired.



Astrid went to Emergency with breathing problems. The doctor feels she could go home as long as she gets follow-up medical care as soon as possible.



Diego has diabetes, lives alone, and worries about dying. At a Diabetes Clinic visit, he mentioned his anxiety makes it hard for him to leave the house.

Ling, Devon, Astrid, and Diego all live in either White Rock or South Surrey areas.

Currently, none of them has a family practitioner for day-to-day medical care.

Each of them was referred to our clinic so they could get fast access for the urgent medical care they need.

Our clinic helps people like Ling, Devon, Astrid, and Diego get the medical care they need until they get their own family practitioner.

### How fast are people seen?

How fast we see you depends on your medical condition and how many other people we need to see. You might be put you on a waitlist. We let you know if this happens to you.

### How long are appointments?

The appointment can vary from 20 minutes to one hour.

### Who will I see at appointments?

Our medical office assistants greet everyone when they first enter.

We have both medical doctors and nurse practitioners. Most people see a nurse practitioner. You might see a different nurse practitioner or doctor at each appointment.

One of our registered nurses might do some care such as bandage changes, blood sugar checks, or blood pressure checks.

If needed, you might also see our Mental Health counsellor.

### What happens during appointments?

You can expect us to do any of the following:

- Do a physical exam.
- Review your medicines.
- Arrange for blood work or x-rays.
- Explain any test results.
- Explore with you ways to manage your health condition.

### Will the clinic continue to look after my day-to-day medical needs?

Our services are meant to be temporary. We will help you find a family practitioner for your day-to-day medical needs.

We will also help connect you to any supports and services in the community that you might need.

### How do I find a family practitioner?

While you are working with us to stabilize your medical condition, we will help you to find a family practitioner.

You can also go online anytime and register for a family practitioner. When you register, you are added to a list of people waiting for a family practitioner in your community. Go to the Health Connect Registry.

([healthlinkbc.ca/health-connect-registry](https://healthlinkbc.ca/health-connect-registry)).



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### Family practitioner

A doctor or nurse practitioner who looks after a person's day-to-day medical care needs.