



RISE Community Health Centre, Collingwood Neighbourhood House

**Address:** 5198 Joyce Street, Vancouver, BC, V5R 4H1

**Online booking:** <https://risecentre.cortico.ca/book/>

**Telephone:** 604-558-8090 extension 1

**Website:** <https://www.cnh.bc.ca/rise/>

## **RISE CHC Primary Care Clinic Policies and Services**

This document outlines RISE Community Health Centre (CHC) Primary Care Clinic services and policies. Please read through the sections below and speak to a staff member if you have any questions or concerns. Throughout this document a primary care provider (PCP) refers to a Family Doctor or a Nurse Practitioner (NP). A PCP is the person you see routinely for your everyday health care needs.

RISE Community Health Centre has a dedicated staff team including PCPs, nurses, social workers, community health workers, medical office assistants, dietitians, physiotherapists, counsellors, pharmacists, management and more. Based on your health needs, resources and supports, you may be referred to different members of the RISE CHC team or to external health care providers as needed. Your care will be coordinated by your PCP.

### **Community Guidelines**

RISE CHC is a part of Collingwood Neighbourhood House (CNH). The CNH Community Guidelines, below, are a to guide respectful interactions while participating in CNH programs and services, and are applicable to all staff and patrons.

- CNH is all of us! Participants, families and staff.
- A place for care, connection, belonging and growth. We work together to make CNH a place where community members can feel safe, welcomed, appreciated and whole.
- We all have the right to be treated with respect, compassion and dignity. Communicate with respect and expect respect in return
- We are in this together! We can offer thanks when things go well and give feedback about how to improve\*. When we solve problems together, we help make things better.

\*If you would like to make a formal complaint, the formal complaint policy can be found on the CNH website at: <https://www.cnh.bc.ca/wp-content/uploads/2024/06/Non-Staff-Complaint-Procedure-Form.pdf> or ask any CNH front desk staff for a the formal complaint form.

### **Attachment to a Primary Care Provider (PCP)**

Primary Care Attachment is an agreement between you and a Primary Care Provider (PCP) confirming that they will be your PCP and you will be their patient or client. Please note:

- You can only be attached to one PCP.
- Attachment does not always occur at the first appointment; it may take several visits to ensure the fit is right for both you and the PCP.
- If you wish to change your RISE PCP, you may submit a request to the RISE CHC Manager. RISE CHC allows one PCP switch per client.
- CNH employees and their immediate or extended family members cannot be attached to a RISE PCP.

Once you are attached to a RISE CHC PCP, we ask that you please:

- Do not seek primary care from another PCP. Repeatedly accessing care outside of RISE CHC may result in dismissal from RISE CHC Primary Care Clinic.
- Identify RISE CHC and your PCP as your care provider when visiting other medical services (ex: hospitals, urgent care centres, ambulance etc.). This ensures that they can share any health information or updates with RISE.

## Consent to Access and Collect Information

Consent is implied for your personal information to be used by our clinic to provide care, and to be collected and shared with other providers involved in care.

- RISE CHC will only disclose personal information where authorized by the Personal Information Protection Act (PIPA) or required by law.
- Consent can be withdrawn at any time. However, if you withdraw consent to access and collect information, we will no longer be able to safely provide clinical care and you will need to find another PCP outside of RISE CHC.

## Artificial Intelligence (AI) Scribe

An **AI scribe** is a tool that some RISE staff use to help document clinic visits. It transcribes the provider–client conversation in real time and creates a summary note. By reducing time spent on charting, AI scribe allows staff to focus more on client care. It also helps improve accuracy, supports clinician wellness, and maintains high-quality care. Please note:

- All AI-generated notes are reviewed, edited, and finalized by your provider before being added to your medical record.
- AI scribes do **not** make medical decisions.
- RISE CHC uses secure, private, and fully compliant AI scribe technology.
- Use of AI scribe during your visit is **optional**. We will ask for your one-time consent, and you may decline or withdraw consent at any time without affecting your care.

More information about **AI Scribe Use** can be found here:

<https://www.infoway-inforoute.ca/en/component/edocman/6552-ai-scribe-patient-faq/view-document?Itemid=0>

## Cortico Online Booking, Reminder and Virtual Communication System

RISE CHC Primary Care Clinic uses the Cortico online booking system. You can access the Cortico online booking system here: <https://risecentre.cortico.ca/book/>. Cortico provides the following features:

- **Self-service booking** for some RISE services. If you cannot find a suitable appointment online, please call RISE CHC for additional options.
- **Appointment reminders** by email are sent two and one day prior to the appointment and you will also receive a text reminder 90 minute before the appointment
- **Email notifications** from RISE CHC staff members related to your care. These are one-way communications; replies to Cortico emails are not possible.
- **Cortico virtual meeting** (video call) platform for virtual visits.

## Appointment Bookings

RISE CHC Primary Care Clinic sees clients by appointment only; we are not a walk-in service. To book, cancel, or change an appointment, please call us or use Cortico. Appointments can range from 15 min to 1 hour, depending on the type of visit. They can be in person, by phone or on the Cortico virtual platform. A limited number of same-day appointments are available. When you call to request a same day appointment, a nurse may triage your concern and book a same-day appointment if needed and if staff availability allows.

## Cancellations, Arriving Late and No-Shows

Please cancel appointments at least one business day (24 hours) in advance using Cortico or by calling during business hours. This helps us offer your spot to another client and reduce wait times for everyone. Please be aware:

- Missing an appointment without notice is considered a No-Show.
- Arriving more than 15 minutes late may result in a No-Show if we cannot fit you in the same day.
- If you miss three consecutive appointments, a team member will reach out to discuss your care and attachment to RISE CHC Primary Care Clinic.

### **Communication with RISE CHC Primary Care Clinic**

The best way to reach us is by phone at 604-558-8090 extension 1. Our phone lines are open during business hours and we can also receive messages during this time. RISE CHC has an email account and a cell phone for administrative purposes only. Please note:

- Emails and texts are not checked regularly and are not considered a secure or private way to communicate.
- We cannot discuss personal medical information (e.g., test results, specialist reports), provide clinical advice, or offer counseling or crisis support by email or text. Please book an appointment for these matters.

To ensure safe and timely communication:

- Call us or use Cortico to book, cancel, or reschedule appointments—please do not email or text for this purpose.
- Only email or text health-related information if a RISE CHC health care staff member specifically asks you to.
- Please notify us promptly if your phone number, address, or email changes.

### **Photos, Audio and Video recording**

To protect the privacy of clients and staff, unauthorized video or audio recordings and photos are not permitted at RISE CHC. However, recordings or photos may be allowed with mutual consent from both the client and the staff member. For example, taking a photo or video of an injury to share with another health care provider to support treatment decisions. Any photo or recording must:

- Be approved by both the client and the RISE CHC staff member.
- Avoid including other individuals who have not provided consent.

### **No Weapons**

Weapons are not permitted at RISE CHC or any CNH facility.

### **Counselling and Physiotherapy Services at RISE CHC**

RISE CHC has limited capacity for counselling and physiotherapy. To promote health equity, these services are reserved for RISE CHC primary care clients who do NOT have extended health benefits or active claims through ICBC, WorkSafe BC and/or other third-party insurance. Please inform RISE CHC if you have extended benefit or active claims and update us if your status or coverage changes.

### **Childhood Immunizations**

RISE CHC does not provide childhood immunizations for children under six. Guardians will be directed to contact public health for these immunizations, with the exception of seasonal flu shot.

### **Opioids, Sedatives and Other Controlled Substances**

RISE PCPs follow clinical guidelines and best practices in managing and treating clients living with chronic pain, including, cancer, palliative conditions, Central sensitization syndromes, Osteoarthritis, Addiction, Opioid Use Disorder (OUD) and other.

RISE PCPs avoid use of opioids (aka narcotics) to treat chronic pain that is NOT due to cancer and palliative conditions. These medications include Morphine, Codeine, Hydromorphone/Dilaudid, Oxycodone/Percocet, and others. While these medications can help in the treatment of acute pain (for example, post-operative pain, or pain from a serious acute injury) or pain arising from cancer, most times they can do more harm than good when treating chronic pain from other sources.

RISE clients who are currently on long term opioids for chronic non-cancer pain and/or are living with OUD will have their opioid medications and/or their Opioid Agonist Treatment (OAT), reviewed on a regular basis by their PCP.

Any client who is on long term opioid medications and/or OAT need to have an Opioid Treatment Agreement reviewed and signed with their PCP. The Opioid Treatment Agreement outlines the risks and possible benefits of using opioid medications, and provides a plan for clients about when opioids need to be discontinued or stopped. An example of an Opioid Agreement can be found below. <https://www.cpsbc.ca/files/pdf/PRP-Sample-Opioid-Treatment-Agreement.pdf>

### **Teaching Environment at RISE CHC**

RISE CHC is proud to be a teaching site for health care students. We will ask for your consent before involving a student in your care. You always have the choice of declining to see a student, and this will not affect your care with RISE CHC in any way. If you have an appointment with a student, your appointment will always be reviewed by the student's supervisor/instructor to ensure quality and safety.

### **Primary Care Network Research Study**

RISE CHC is part of BC Canadian Primary Care Sentinel Surveillance Network that collects de-identified data about our client's health. The purpose of the study is to support better research and improve the diagnosis, treatment and care of Canadians with conditions. If you wish to opt out of the study, please complete the following form: <https://www.cnh.bc.ca/wp-content/uploads/2023/12/OPT-OUT-form-May-2019.pdf> and return to RISE CHC or to the BC-CPCSSN Research manager. Please note that your medical care will not be affected.

### **Ending Care with RISE CHC**

RISE CHC's mandate is to serve the Renfrew-Collingwood community. If you permanently move outside of Metro-Vancouver, please inform RISE CHC and we will assist you in connecting to a new PCP.

It is within your rights, at any time, to end your provider-client relationship and transfer care to another clinic or non-RISE CHC provider. You can make this request to end care verbally or in writing. RISE CHC's also reserves the right to end the provider-client relationship if the RISE CHC Policies and Services are not respected.

A positive therapeutic relationship depends on mutual trust and respect. If this relationship is no longer possible, either you or RISE CHC may choose to terminate it. After termination, you may continue to access care at RISE CHC for a grace period of up to six weeks, except in cases involving verbal, physical, or sexual aggression toward staff, where the grace period does not apply.

### **Updates to Service and Policies**

RISE CHC reserves the right to update or change our policies and services at any time due to changes in community needs, funding levels, staffing etc. If you have any questions about RISE CHC services and policies, please call or set up a time to speak to a RISE CHC staff.