

MENTAL HEALTH COUNSELLING* - FOR MILD TO MODERATE NEEDS

Overview:

- Supports adults 19+ with mild to moderate mental health and/or substance use needs
- Geared for those who do not have access to extended health benefits, cannot afford counselling services, and are not suitable for services at Burnaby MSHU

Service Offering:

- PCN Clinical Counsellors provide up to six short term counselling sessions in-person or virtually and offer connections to other supports/resources
- Various counselling approaches are used within a team base care setting e.g. CBT, DBT, Solution-focused Therapy, Acceptance Commitment Therapy, etc.

SOCIAL WORK* - FOR MILD TO MODERATE NEEDS

Overview:

- Supports individuals of any age presenting/dealing with abuse, neglect, self-neglect, unsafe environments, financial hardships, housing issues, social isolation, change in health conditions and/or difficulty navigating health and social services

Service Offering:

- PCN Social Workers offer in-person and virtual sessions to support individuals to manage a variety of emotional and social concerns that impact their well-being.
- Number of sessions offered will depend on needs/complexity of the individual

B WELL HEALTH COACHING* - FOR AT RISK / EARLY CHRONIC DISEASE

Overview:

- Offers lifestyle and behavioural health coaching using evidence-based approaches and tools. Supports individuals in making small, manageable, and self-directed steps to improve mental and physical wellbeing and reduce onset or progression of chronic disease

Service Offering:

- PCN Health Coaches, under the supervision of a Clinical Psychologist, can work with individuals to assess their unique needs and barriers to healthy lifestyle choices and to co-develop a customized health plan
- Provides individuals up to 18 months of support (depending on need), including:
 - Core coaching service of content sessions, check-ins and progress tracking (e.g. weight, step count) for ~6 months
 - Monthly long-term maintenance group coaching for an additional ~12 months
 - Virtual and/or in-person coaching

CLINICAL PHARMACIST SERVICES* - FOR COMPLEX / HIGH NEEDS

Overview:

- Primary Care Clinical Pharmacists (PCCPs) provide comprehensive medication management services focused on the on-going care of adults with complex conditions to prevent and resolve medication-related problems.

Service Offering:

- PCCPs are available to support individuals and FP/NPs in-person and virtually
- PCCPs provide education to individuals about their medications and address barriers to adherence
- PCCPs collaborate with the individuals and healthcare team to implement treatment plans

******Please see patient eligibility on the next page**

PHYSIOTHERAPY - FOR MILD TO MODERATE NEEDS

Overview

- Supports adults with mild to moderate musculoskeletal conditions or injuries, or mobility concerns, requiring assessment and brief intervention
- Interventions include: education, self-management strategies, strengthening, manual therapy
- Geared for individuals who:
 - Do not have access to physiotherapy through other means (e.g. private pay, ICBC, WSBC, extended benefits)
 - Do not qualify for services from Home Health
 - Able to attend PCN health facility

Service Offering:

- Physiotherapists will be available for one-on-one services in-person and/or virtually as required
- Physiotherapists build personalized programs and strategies for individuals (1 to 6 sessions, based on need)

In-person services are currently offered at two sites in Burnaby: Brentwood-Hastings PCN Health and Wellness Services Hub (4445 Lougheed Hwy) and Edmonds Centre for Healthy Communities (Unit 302, 7366 Edmonds St).

ELIGIBILITY CRITERIA FOR REFERRING PRIMARY CARE PROVIDERS

- Patient is attached to a Burnaby Family Physician (FP)/Nurse Practitioner (NP)
- Burnaby FP/NPs are now welcome to refer eligible patients residing in all communities

Mental Health Counselling* Mild to Moderate Needs	Social Work* Mild to Moderate Needs	B Well Health Coaching At Risk / Early Chronic Disease	Clinical Pharmacist Services Complex / High Needs	Physiotherapy Mild to Moderate Needs
<ul style="list-style-type: none"> • Age: 19+ • Suspected mild to moderate mental health and/or substance use condition • Requires brief intervention and/or connection to self-help/community resources • Cannot access services through other means (e.g. private pay, extended health benefits, WSBC, ICBC) • No significant cognitive impairment 	<ul style="list-style-type: none"> • All ages are welcome • Not active with other Community Social Worker 	<ul style="list-style-type: none"> • Age: 19+ • At-risk of developing chronic disease OR with mild to moderate chronic disease (early stage) • Will benefit from lifestyle changes • No significant cognitive impairment 	<ul style="list-style-type: none"> • Age: 19+ 	<ul style="list-style-type: none"> • Age: 19+ • Brief intervention • Suspected mild to moderate MSK condition or injury, or mobility concern • Cannot access services through other means (e.g. private pay, extended health benefits, Home Health, WSBC, ICBC)
		Out of Scope: <ul style="list-style-type: none"> • Mental or physical conditions requiring targeted intervention 	Out of Scope: <ul style="list-style-type: none"> • Dispensing Medications • Patients in LTC facilities covered by Pharmacare Plan B • Home visits 	Out of Scope: <ul style="list-style-type: none"> • Complex conditions requiring targeted interventions

****Unattached patients can be referred to the Edmonds UPCC for mental health counselling or social work services. Call the Edmonds UPCC to request their referral form. T: 604-519-3787**

PCN REFERRAL FORMS

Burnaby Family Physicians and Nurse Practitioners can fax completed referrals to the Burnaby PCN Central Intake secure fax line at [604-398-8257](tel:604-398-8257)

- Pathways BC: Search for "Burnaby PCN" → select "Consolidated Burnaby PCN Allied Health Services Referral Form" under "Clinics & Pooled Intakes"
- Consolidated referral form will be available to FP/NPs in EMRs: Wolf, OSCAR, MYLE, Med Access soon