

## Your Primary Care Team in Burnaby



Allied Health professionals aim to prevent, diagnose, and treat a range of mental and physical health conditions and illnesses as an additional service in consultation with your Primary Care Provider (Family Physician or Nurse Practitioner).

Our Allied Health professionals can offer services in a variety of languages and have access to interpreter services in over 150 languages.

To be eligible for these services, you must be attached to a Burnaby Family Physician (FP)/Nurse Practitioner (NP). Burnaby FP/NPs are welcome to refer eligible patients residing in all communities.

**Please speak with your Primary Care Provider to see if you are eligible for any of our Allied Health services listed below.**

### Mental Health Counselling

Supports individuals ages 19+ with mild to moderate mental health concerns. PCN Clinical Counsellors are available to provide short-term counselling support; eligible patients can receive up to 6 individual sessions.

The goal is to reach patients that do not have access to extended health benefits, cannot afford counselling services and do not qualify for services from Burnaby Mental Health Substance Use.

### Physiotherapy

Supports adults 19+ 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

### Social Work

Available to support individuals of all ages 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.

PCN Social Workers are professional problem solvers who can help patients manage a variety of emotional and social concerns that impact their health and wellbeing.

You can also self-refer to Social Work Services when receiving care at the Edmonds Urgent and Primary Care Centre.

### B Well Health Coaching

Offers lifestyle and behavioural health coaching to ages 19+ 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/progression of chronic disease.

The program provides patients up to 18 months of service, including provision of the following:

- Core service of individual coaching and monitoring for up to six months
- Monthly maintenance check-ins and newsletter for an additional year
- Virtual and/or in-person patient coaching

**See more details on page 2.**

## Foot Care Nurse

Offers Foot Care Nurse Services to treat patients experiencing foot issues related to lengthy and thick nails (including fungal infections), corns, or calluses non-invasively within their scope of practice. They can also provide pre-diabetes/diabetes foot care education and basic care, as long as no risk of infection is present.

Included in this service are thorough feet and nail assessment, ambulation, foot wear, skin condition and circulation. The PCN Foot Care Nurse can provide medical pedicures, basic wound care, as well education that can help prevent pain and complications.

Ongoing support is available depending on service demands.

## Dietitian

Offers comprehensive nutritional assessments and culturally-informed medical nutritional therapies (MNT) for individuals, and are available in-person and virtually.

PCN Dietitians can support with nutrition intervention, disease prevention or management, providing education and acting as a connector to community supports and resources.

Eligible patients typically receive 2-6 sessions, as required.

## Clinical Pharmacists

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. Services include:

- PCCPs are available to support individuals and FP/NPs in-person and virtually for as many visits as required
- PCCPs provide education to individuals about their medications and address barriers to adherence
- PCCPs collaborate with the individuals and health care team to implement treatment plans
- PCCPs can co-locate in Burnaby family practice clinics (e.g. one afternoon per week), if desired

## Child and Youth Mental Health

Offers a variety of services to youth ages 10-24 years old with mild to moderate mental health needs.

Child and Youth Mental Health Counselling is a short-term service focusing on coping skills, system navigation, and resource linking. Eligible patients can receive up to 10 individual sessions.

When appropriate, parents and caregivers can join sessions — with consideration given to child or youth's age, comfort level, and preference.



***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 welcome to refer eligible patients residing in all communities

**Visit us online to learn more!**

### 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: [OSCAR](#), MYLE, Med Access soon