

Overview: Burnaby Primary Care Network (PCN) Allied Health Services

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 family doctor 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 **receiving ongoing (or continuing) care from a family doctor or nurse practitioner who practises in Burnaby**. Burnaby primary care providers are **welcome to refer eligible patients residing in all communities**.

Please speak with your family doctor or nurse practitioner 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.

Child & Youth Mental Health Counselling

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

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 well-being 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

Social Work Services

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 well-being.

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

Overview: Burnaby PCN Allied Health Services — continued

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
- Are able to visit a PCN allied health location in-person

Clinical Pharmacist

Clinical Pharmacists provide comprehensive medication management services focused on the ongoing care of adults with complex conditions to prevent and resolve medication-related problems. Services include:

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

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 callouses non-invasively within their scope of practice. They can also provide pre-diabetes/diabetes foot care education and basic care, as long as there is no risk of infection.

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 as education that can help prevent pain and complications.

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 (for which another program does not exist), providing education and acting as a connector to community supports and resources.

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

Occupational Therapy

Provides comprehensive functional assessment and recommendations for engaging in meaningful life roles following a decline in physical, cognitive, or emotional wellbeing. Eligible patients typically receive 1-6 sessions, as required. Services include:

- Quality of life support
- Return to optimal function post injury or health event
- Memory and behavioral strategies for change in cognitive function (under age 65)



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).

Visit us
online to
learn more!



Burnaby PCN is not an urgent service.

Clinicians do not offer home visits (except for social worker and occupational therapist, in some cases).

Service offerings for eligible patients who:

- cannot access services through other means.
- cannot afford private or community options

Details for providers:

PCN REFERRAL FORMS: Burnaby family doctors and nurse practitioners can fax completed referrals to the Burnaby PCN Central Intake secure fax line at 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 is available to FPs/NPs in EMRs: [OSCAR](#), MYLE, and Med Access