

Frequently Asked Questions

Eagle Creek Medical Clinic · Western Communities Primary Care Network (PCN)

1. How many new patients do you plan to attach to a Primary Care Provider over the next 15 months?

A total of 5000. We plan to attach 2000 patients who are either over 70, medical frail, or complex care to one of five family physicians. 3000 patients who live in the western communities will be attached to two new family physicians and two new nurse practitioners.

2. How do I apply?

Each patient who applies (including within a family) must fill out a form and submit it into our drop-box. Your position on the waitlist will depend on when you submitted this form. We can accept applications by fax or mail as well. Make sure to keep your social distance and wear a mask when visiting our clinic to submit your application.

3. How will I be notified?

Our clinic will call you a maximum of 2 times between October 2020 to December 2021 to schedule a meet and greet with a family physician or nurse practitioner. We cannot tell patients where they are on the waitlist (we will have over 5000 paper applications and we do not have the staffing capabilities to search through this to locate where a patient is in cue).

4. What is the difference between a Nurse Practitioner and a Family Physician?

Both are considered primary care providers. Nurse Practitioners are very skilled at preventative medicine and so at Eagle Creek, will tend to take on younger patients and families. Family Physicians in turn, will take on more medically complex and elderly patients into their practices.

5. Why the geographic requirement?

Our expansion at Eagle Creek is the result of us joining as part of the Western Communities Primary Care Network. With an estimated 30,000 patients in the Western Communities without a Family Doctor or Nurse Practitioner, we are going to work at reducing this attachment gap here. Complex Care, medically frail, or those over 70, are welcome from any area of Greater Victoria.

6. What if I already applied in the past for a doctor at Eagle Creek, but never received a response?

We still have a number of applications from prior intake cycles and will place these at the top of this current intake waitlist. We will call those patients who qualify (up to two times) fairly early in this process.

Again, please do not call to confirm receipt of your application or to determine where you are on the waitlist. Patients will be called at any point from October 2020 to December 2021.