

Humber Valley - White Bay Family Care Team

What is a Family Care Team?

A Family Care Team focuses on increasing access to health care in the community while using a team-based approach to meet your health care needs. These teams provide access to various health care professionals dedicated to addressing the health and social needs of individuals and families.

Where is the new Humber Valley – White Bay (HVWB) Family Care Team located?

Services are spread across multiple sites:

- **Deer Lake Sites-** 4 Clinic Drive (709-635-3383) and 33 Reid's Lane (709-635-4202)
- **Rural Sites-** Hampden (709-455-3111), Pollard's Point (709-482-2500), Jackson's Arm (709-459-3231)

The Deer Lake sites provide enhanced services that may include expanded hours, enhanced virtual care options and open primary care appointments for patients without a health care provider in the HVWB Health Neighbourhood, in partnership with the Western Zone Regional Virtual Care Program.

Communities included in the Humber Valley – White Bay Health Neighbourhood:

- Humber Village
- Little Rapids
- Humber Valley Resort
- Pasadena
- Pynn's Brook
- St. Judes
- Deer Lake
- Reidville
- Cormack
- Bonne Bay Pond/Jackladder
- Howley
- Hampden (including surrounding communities of Beaches, George's Cove, Fox Point, and Rooms)
- Pollard's Point
- Jackson's Arm
- Sops Arm

Current Patients

I was already a Western Zone NL Health Services (NLHS) patient in a Humber Valley – White Bay area: what do I do now?

Current patients of health care providers (Family Physicians and Nurse Practitioners) employed by the Western Zone of NLHS in HVWB medical clinics are already connected to the Family Care Team and no action is required (see below for a list of providers included). Current patients should continue to access their primary care services in the location of their current Western Zone NLHS primary care provider.

This does not include patients of community-based physicians – please see **New Patients** information for required action.

Deer Lake Sites (two temporary locations)

4 Clinic Drive, Deer Lake (709-635-3383): Mollie Spence, NP Felicia Payne, NP Christine Atkinson, NP Dr. Amanda Scott (temporarily located at 33 Reid's Lane – patients will be notified when she moves to 4 Clinic Drive).	33 Reid's Lane, Deer Lake (709-635-4202): Tammy Angell, NP Lacey Sparkes, NP Dr. Kristen Peckford Dr. Loni Slade (will support former patients of Dr. Srir, Dr. Nooshi and Dr. Hanna)
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Rural Sites

Hampden Medical Clinic (709-455-3111): Sarah Burse-Godin, NP	Pollard's Point Medical Clinic (709-482-2500) and Jackson's Arm (709-459-3231): Dale Young, NP
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New Patients

How do I become a patient of the new HVWB Family Care Team?

Patient Connect NL: New patients are added to the Family Care Team waitlist from Patient Connect. If you do not have a health care provider (or will not have one within the next 3 months) please register at:

Patient Connect NL:
www.patientconnect.nlchi.nl.ca
1-833-913-4679
(video relay service (VRS) calls available)

I am already registered with Patient Connect NL. When will I be connected to the new HVWB Family Care Team?

There is no need to register again. You will be directly contacted by the clinic when we have capacity for you to be connected to the team. Currently, all HVWB Family Care Team clinic locations are connecting new patients based on the capacity of each clinic.

Where can I access primary care while I am waiting to be connected to a Family Care Team?

We encourage patients **who do not have a health care provider** to call our **Western Zone Regional Virtual Care Clinic (WZ-RVCC), at 1-888-784-6256.**

If the provider at the WZ-RVCC determines that an in-person appointment is required, they will make arrangements for that in-person service with the local Family Care Team. (Patients must be a resident of Western Newfoundland and located in Newfoundland and Labrador at the time of their virtual appointment).

The WZ-RVCC can also provide nursing support for health system navigation and complex patient needs.

Alternative Services:

There are several alternative primary care services available throughout the province including [811](#), the [Provincial Virtual Care Program](#) and community-based physicians, nurse practitioner and pharmacy services that may also assist you with your various health care needs.

New Services Including:

Enhanced Virtual Care (integrated into all services)

Enhanced virtual care involves a telehealth (video) visit where the patient is physically present at the clinic and assisted by an on-site health care professional (such as a nurse or another team member), connected by video to a health care provider (physician or nurse practitioner). The health care team uses virtual care software and digital medical devices to enhance the quality of the virtual assessment.

Open Walk-in Appointments:

To expand access for this area, the HVWB Family Care Team will be offering Open Walk-in appointments at the 33 Reid's Lane location. To register for an Open Walk-in appointment, please call the dedicated telephone line at 709-635-4203 or go to the clinic at 33 Reid's Lane. For all other services and general inquiries please call the Family Care Team main line at 709-635-4202.

Limited phone/voice message registration will be available for open walk-in appointments. Phone registration requests will be accepted from 8:30 a.m. to 11:00 a.m. Your message should clearly state that you would like to register for a walk-in appointment, your name, contact information and if your reason for visit requires the completion of a medical/form. **Please note that you will only be called if we can offer you an appointment.** Messages left before 8:30 a.m. or after 11:00 a.m. will not be eligible for walk-in service phone registration.

Please note:

- The walk-in service is not for urgent/emergency care. If you are experiencing emergency symptoms or requiring urgent/emergency care, please call 911 or proceed to the nearest Emergency Department.
- The open walk-in appointments will initially be offered every Thursday (8:45 a.m. to 4:00 p.m.) and will expand as capacity allows.
- There will be limited appointments available per day and all patients may not be able to be seen on that day.
- We encourage patients to first contact their own health care provider or the WZ – Regional Virtual Care Clinic (1-888-784-6256) if they do not have a health care provider.
- The open walk-in clinic will provide in-person and enhanced virtual care services and patients will be directed to the most appropriate service to have their health care needs met.
- If you have any concerns regarding your care, or access to care, you may contact client relations at: 1-833-784-6802.

Women’s Wellness (709-635-4202, Press 1 if you are not a patient of the Family Care Team):

There will be regularly scheduled Women’s Wellness clinics open to residents of the Humber Valley - White Bay Health Neighbourhood. Patients may now call 709-635-4202 to book your PAP test or inquire about other women’s wellness services. If your call is not answered please leave a voice message with your name, contact information and indicate you are looking for a Women’s Wellness service appointment.

Medicals/Forms (709-635-4202, press 1):

If you have a primary care provider, please make an appointment with your provider to discuss medicals/forms – costs may apply for medicals/forms not covered by MCP.

For HVWB residents **who do not have a health care provider** please call (709-635-4202, press 1) to inquire about one-time appointments to complete medicals and forms. There is limited capacity and priority will be given to MCP covered/ medicals/forms. Due to capacity, patients may be directed to access alternative services for medicals/forms not covered by MCP.

Health Navigation (709-635-4202, press 3):

The HVWB Family Care Team is here to help you navigate the health care system. If you are experiencing complex health needs and require assistance our team will do their best to connect you with appropriate resources and services.

The HVWB Family Care Team will be further expanding services when new team members are recruited including:

BETTER Program (The BETTER Program™ focuses on prevention and screening of cancer, diabetes, heart disease and associated lifestyle factors including diet, physical activity, smoking, and alcohol).