



HealthConnection Clinic

Providing supportive, low barrier primary care for North Shore residents with complex medical and health-related needs and no regular access to a family doctor or nurse practitioner (unattached)

CLINIC DETAILS

Location: 148 E 15th St, North Vancouver

Hours: 9:00am to Noon
Monday to Friday

Staffed by:
Family physician (3 days/week)
Nurse practitioner (2 days/week)
Chronic Disease Nurse
Outreach Worker
Social Work Students
Medical Office Assistant

Phone: 604-984-3777

Fax: 604-984-3773

No referral needed. Walk ins accepted

CLINIC HIGHLIGHTS

Clinic has had over **1144 visits** since it opened in July 2013.

40% of clients have an **unstable housing situation**

50.9 is the average age of clients at the clinic

True **model of collaboration** with strong partnerships built with

Lookout Shelter
Hollyburn Family Services
Canadian Mental Health Association
North Shore Neighbourhood House

HealthConnection Clinic reaches its one year anniversary!

Why a clinic?

The North Shore has over 3,000 high needs people who do not have regular access to primary care. These people end up utilizing the Emergency Department, walk in clinics for their primary care needs, or leave their medical needs unattended. HealthConnection Clinic aims to fill this service gap.

Since opening our doors in July 2013, the clinic has had over 1144 visits, serving 237 unique clients. The clinic is staffed by a multidisciplinary team, meaning clients can have their medical and social needs met in the same visit. For example, clients are able to access a GP, and then see an outreach worker from a community agency that can assist them with housing issues.

The relaxed nature of the clinic has created an inviting and warm space for clients. Clients have expressed their appreciation of the space and the great care that they are receiving from the clinic.



The clinic is having a positive impact on the acute health care system

Between July 2nd, 2013 and June 30th, 2014, the clinic saw...

Emergency Department visits decrease by 7.1%

Hospital Admissions decrease by 38.5%

Average Length of Stay in hospital decrease from 12.2 to 4.7 days

Percentage of Alternative Level of Care Days decrease from 13.5% to 0.0%

These results show that the clinic is making a positive impact on our community.

*data is based on 69 clients with two or more visits who have been with the clinic for a full 9 months.

I feel protected when I come to this clinic. As soon as I go out of here, I feel like I am alone in this world."

- Clinic Client

"The clinic is a FANTASTIC resource to have for our unattached, complex patients. This clinic is invaluable and we as an ED group fully support this clinic."

- ED physician