

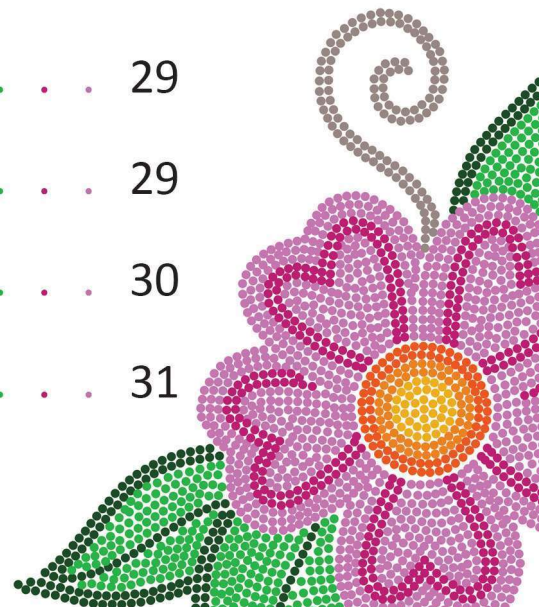
PATIENT HANDBOOK



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1. About our Clinic



Alberta Indigenous Virtual Care Clinic (AIVCC)

The Alberta Indigenous Virtual Care Clinic serves individuals self-identifying as First Nations, Inuit and Métis and their immediate family members.



Visit our website to see more about our mission, purpose, and core values.

<https://aivcc.ca/our-mission-vision-history-and-purpose/>

2. Reasons to Call



This service is ideal for patients who do not have a family doctor or those who would like to avoid a wait to receive a consult for a non-urgent issue.

Some examples of appointments we provide:

- Cancer Screening
- Urinary Tract (bladder) Infections
- Skin Rashes
- Birth Control Discussions and Prescriptions
- Diabetes Care and Management
- Diagnostic Imaging Requests
- Sexual Health Concerns
- Mental Health Counselling Referrals
- Treatment Medicals



For more examples visit our website <https://aivcc.ca/reasons-to-call-2/>

3. How it Works



1. Book an Appointment

Call **1-888-342-4822** to speak with a Medical Office Assistant (MOA) to schedule an appointment with a Primary Care Doctor typically within 3 days.

2. Speak to a Primary Care Doctor

Connect to your appointment by telephone or by video using your preferred device.

3. Wrap it Up

Receive referrals, prescriptions, requisitions for labs and diagnostic tests and consultation notes for your Family Doctor in a timely manner.

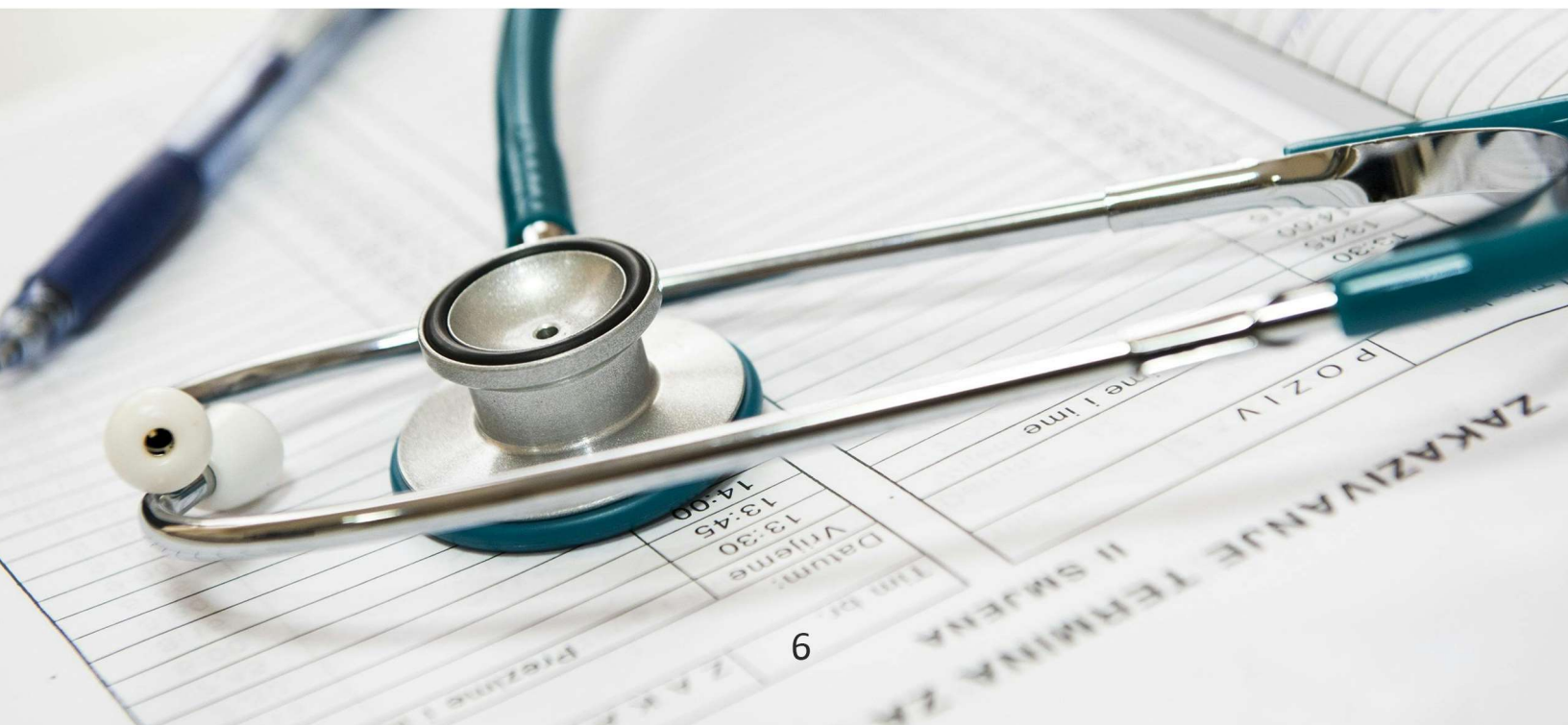


4. Registration

Complete registration typically takes 15-20 minutes. Appointments will be booked following completed registration with a MOA.

When registering as a patient with AIVCC the MOAs will take basic personal information such as:

- Legal and/or Preferred Names
- Mailing, Permanent, and/or Temporary Addresses
- Best Contact Phone Numbers and/or Email
- Emergency Contact
- Family Doctor information
- Preferred Pharmacy
- Indigenous Self-Identification Information
- Virtual Visit Disclaimer (see [Disclaimers](#) for more information)

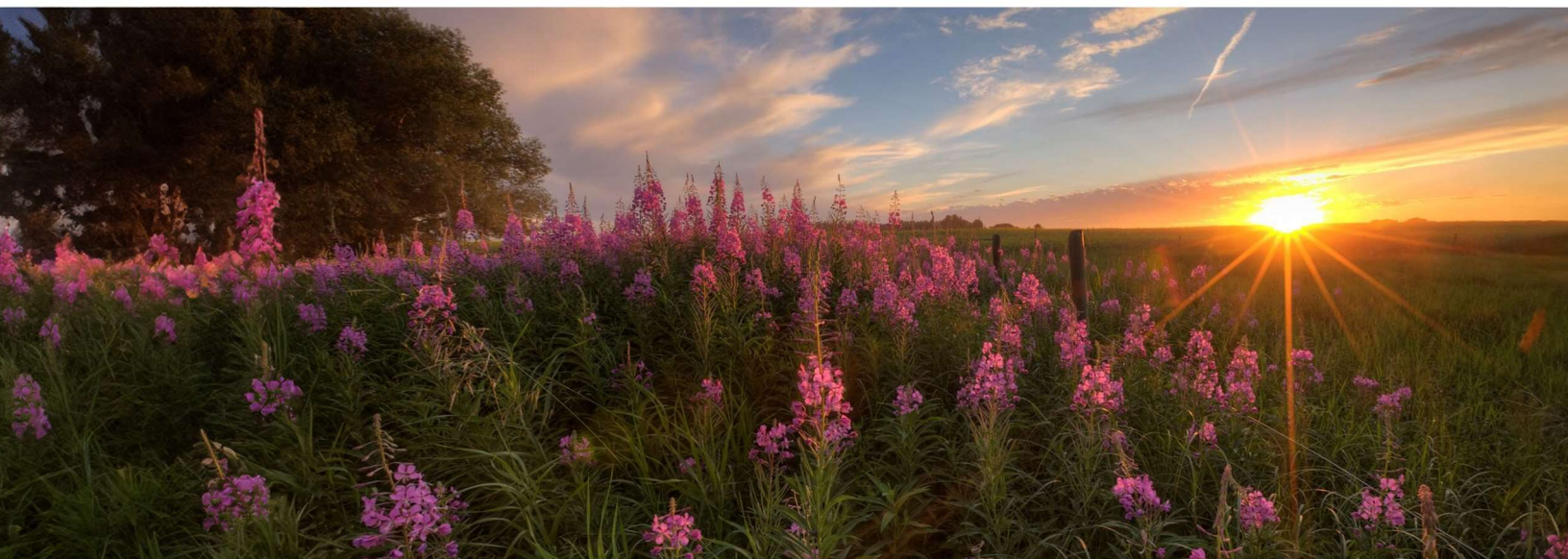


Information Requested at the Time of Registration

Indigenous Peoples Self-Identification

AIVCC is a clinic serving Indigenous People living in Alberta and their families. We ask all patients to answer our Indigenous self-identification question.

This question allows us to determine eligibility for our AIVCC Mental Health program as well as other service access information. If the new registration is not Indigenous we will ask them to identify if they have an immediate family member (spouse, child) that is Indigenous.



Alberta Personal Health Number (PHN) or Health Card Number

An active Alberta PHN is required for any patient residing in Alberta. At the time of registration, if a person does not have access to their Alberta PHN the MOAs will access the number for the clinic's files. The clinic is unable to provide this number to anyone. The MOAs can provide the contact information for Alberta Health (see [Troubleshooting](#) section for details) to discuss and request a new card.

Mailing Address

The clinic will require a mailing address that has been updated with Alberta Health. If a person is without a fixed address the MOA may provide the contact information for Alberta Health (see **Troubleshooting** section for details) to update your address. They may give the option to use “No fixed address”.

Family Doctor

If the patient identifies a family doctor at the time of registration, the MOA will ask for consent to send visit notes from AIVCC appointments. If the patient gives consent the MOAs will send all notes automatically following their visit. Visit notes are sent on a weekly basis.



5. Disclaimers



AIVCC Doctors Belong to the Indigenous Wellness Program Clinical ARP

The Indigenous Wellness Program Clinical ARP provides an opportunity for doctors to offer clinic-based primary care services; including care for acute medical concerns, chronic disease management, chronic pain management, palliative care, mental health & addictions and women's health, to Indigenous People in their own community.

All AIVCC Primary Care Doctors work and are licensed within Alberta.

AIVCC Primary Care Doctors are Not Assigned to a Patient as Their Family Doctor

All primary care doctors working for AIVCC are qualified as Alberta family doctors, but the clinic provides episodic care, similar to a walk-in clinic.

The clinic does not have a physical location to see patients. We offer virtual appointments by video or by telephone only.

ADHD and Psychoeducational Assessments may be offered at a private location.

Virtual Visit

At registration all patients must agree to the virtual visit disclaimer (shown below) prior to booking their first appointment.

“Virtual care has limitations and may not be able to diagnose and treat all conditions to the same extent as an in person visit with your provider, please be aware of this. The physician may recommend you to be seen in person by a healthcare professional. Your medical information will be confidentially kept following the privacy laws in the province of Alberta. Do you still agree to a virtual visit?”

Once the new registration has agreed to the virtual visit disclaimer the MOAs may proceed to book their first appointment.

Harassment

The clinic does not allow harassment via phone or email towards any clinic staff member. If there is a concern, the Clinic Manager or Lead Medical Doctor will reach out to discuss options. Consequences may be as severe as being dismissed as a patient of the clinic.

Medication Refill Requests

The clinic does not guarantee prescriptions will be filled by an AIVCC doctor.

Refill requests will not be completed by fax.

As a virtual clinic, we cannot prescribe medications with potential for misuse or diversion, including but not limited to: opioids (narcotics), benzodiazepines (sedatives), short acting stimulants, and THC (cannabis) analogues.



Form Completion or Letter Requests

If a patient requires a return to work form this needs to be approved prior to the appointment. These requests should not be booked as "work notes" and the form provided to the MOA as directed.

For information of form completion steps – see [Disclaimers](#) section.



Non-Indigenous Patients

The AIVCC Main Clinic accepts non-Indigenous patients with a direct family relation to an Indigenous person for episodic care. For example: Partner, Adoptive Parent, etc. However, access to the Mental Health practitioners and Patient Navigators is reserved for Indigenous patients.

Appointment Wait Time Expectations

AIVCC Main Clinic

Typical wait time in the clinic is 3-5 days for an appointment with a primary care doctor. This may be longer if the patient has a preference to book with a particular doctor. The clinic will try to accommodate requests when able.

We do hold one same-day spot with any doctor scheduled for urgent concerns (not emergencies). These spots go very quickly.

AIVCC Mental Health Program

Wait times will depend on whether the patient has a preference for their practitioner's gender and availability of Mental Health team members.

Attendance Expectations

If you cannot attend your appointment we expect you to cancel your appointment.

- Via Text or Email Reminders received 3 and 1 day(s) prior to appointment
- Call the clinic and speak to a MOA at **1-888-342-4822**
- Email **info@aivcc.ca**
- Submit a Web Request via **www.aivcc.ca**

B R I G H T S U I D

Brightsquad "Secure Mail" Registration

The clinic uses Brightsquad 'Secure Mail' to send patient emails with sensitive information in a secure format.

Accounts are Confirmed by Birth Date

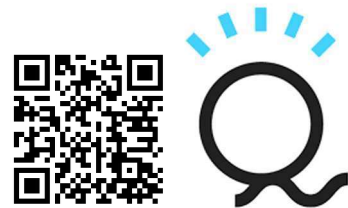
Parents or guardians will have a "Secure Mail" account created under their own name, personal email and birth date.

Emails to Expect from AIVCC

- Completed forms or letters
- MOAs reaching out if unable to reach patient by phone
- Resources from appointment with AIVCC doctor or clinician
- Patient reminders (may also receive as a text message)

How to Email Clinic Photos and Documents

- 1 **Login** to the patient's Secure-Mail account
<https://health.brightsquid.com/login>
- 2 **Compose** a new email
 - a. If on a computer
Click on the green 'Compose' button
 - b. If on a Smartphone or Tablet
Tap/touch the green circle with the pencil to the bottom right
- 3 **Attach** the file
 - a. If on a computer
 - i. Click on 'Browse' to attach files from a folder in your computer or simply drag and drop the files as attachments
 - b. If on a Smartphone or Tablet
Tap/touch on 'Browse' to attach files from a folder in your phone or tablet to activate your camera to take images
- 4 **Fill out** the 'To' field, 'Subject Line', 'Body', review the message and click/tap/touch on the blue 'Send' button



If a patient has any difficulty attaching or sending an email via Brightsquid 'Secure-Mail', please call the clinic at **1-888-342-4822** and a MOA would be happy to help.

6. Appointments



Canceling an Appointment

If a patient cannot attend their appointment we expect them to cancel their appointment.

- Patient Reminder text or email received 3 and 1 day(s) prior to appointment
- Call the clinic and speak to a MOA at **1-888-342-4822**
- Submit Web Request via **www.aivcc.ca**
- Email **info@aivcc.ca**

Types of Appointments

Appointments are available to book with AIVCC Primary Care Doctors for a variety of concerns – see **Reasons to Call** section for more information.

Our Primary Care Doctors can refer patients to our internal Psychologists, Psychiatrists, Patient Navigators, and Nurse - for more information see **Referrals** section.

Clinic Preference for Video Appointments

Best practice for treatment is when the doctor can see and hear the patient during their appointment. With a Face to Face experience, the patient gets to see the doctor as well.

Phone Appointments

Used when no connectivity available at time of the appointment. Calls from AIVCC doctors will usually appear as a "Blocked Number" or "Private Caller".

How to Request an Appointment

- Call main clinic to speak to a MOA at **1-888-342-4822**
- Web Request - submitted via **www.aivcc.ca/request-now** to request a MOA to call back
- Email **info@aivcc.ca**

How to Cancel an Appointment

- Patient Reminder text or email received 3 and 1 day(s) prior to appointment
- Call main clinic to speak to a MOA at **1-888-342-4822**
- Web Request - submitted via **www.aivcc.ca/request-now**
- Email **info@aivcc.ca**

Appointment Length

Every appointment is booked with extra time available to accommodate connection attempts and/or additional patient concerns.



Video Appointment Protocol

Video call links are sent to the patient's preferred email.

On the day of the appointment the patient will open the email and click the link provided. This link will load with the patient in a "waiting room".

Doctors will wait up to 10 minutes in the video call session.

If the patient is not in the "waiting room" the doctor or a MOA may attempt to reach them by phone. When the doctor is calling this will appear usually as a "Blocked Number" or "Private Caller. If a strange call is coming in at the time of the appointment it is probably the doctor.

If a patient is waiting and the doctor has not admitted them into the video call session by 5 mins into the appointment time, please call the clinic at **1-888-342-4822** and tell a MOA that they are waiting for the doctor in a video call session. They will connect with the doctor and try to troubleshoot any issues.

An appointment may need to be rebooked if the patient is unable to connect with the doctor within an adequate amount of time.



Phone Protocol

AIVCC doctors are advised to make 3 call attempts within the first 10 minutes of the appointment time.

The doctor's phone number will likely appear as "Blocked Number" or "Private Caller". If a strange call is coming in at the time of the appointment it is probably the doctor.

Please ensure that any phone settings are not set to reject blocked or private numbers. - for instructions on how to remove this phone setting see the **Troubleshooting** section.

If the doctors have trouble reaching the patient a MOA may call to troubleshoot. An appointment may need to be rescheduled if the patient is unable to connect with the doctor within an adequate amount of time.

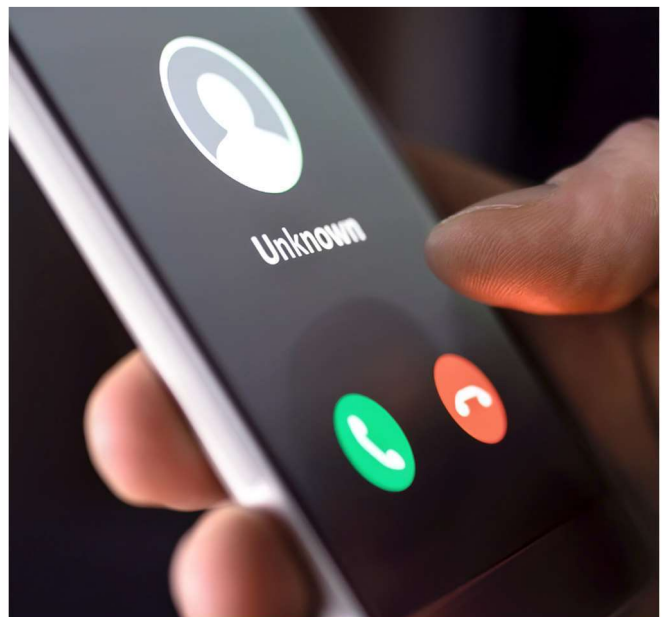
No Show Protocol

If the patient was unable to connect with the doctor during the booked appointment time and did not reach out to us, they will receive a call from a MOA to provide basic technical support or rebook the appointment if required.

Unable to Reach

The MOAs will make 3 attempts to reach a patient about any results or task from the AIVCC doctor.

If the 3 attempts have gone unanswered They may send a letter to the patient's email or mailing address on the patient's chart.





Form Completion

The clinic does not guarantee the completion of all forms.

If a patient requires a form to be completed by AIVCC we request the patient portion be completed before sending to the clinic by fax or email.

Once the clinic has received the partially completed form the MOAs will send to the most appropriate AIVCC doctor who will approve whether or not the form will be completed by the clinic.

The MOAs will call the patient with the doctor's decision and, if appropriate, book an appointment for letter completion.

Photos Requested for Appointment

If an appointment has been booked for a rash or other visual concern the MOAs may request a photo be emailed to the clinic via Brightsquid 'Secure-Mail' prior to the day of the appointment.

It is important to send these photos before the appointment for the best representation of a concern when reviewing with the doctor.

A MOA may request a photo even when a video appointment has been booked. The photos are important for detailed visuals.



Special Arrangements

Treatment Centres

Most facilities will accept a treatment medical completed by our AIVCC Primary Care Doctors from our virtual clinic. The clinic will complete these medical forms at no charge to the patient.

While a patient is in treatment a centre may provide a centralized number for the patient's appointment rather than their personal phone number.

There are some facilities that have videoconferencing options available.

Support persons are welcome to join the appointment if the patient requests.

Community Health Centres

All First Nation Health Centres have videoconferencing options available.

Some Metis Settlements have videoconferencing options available.

Patients are welcome to have nurses or aides present on calls if desired.



Troubleshooting

Blocked Numbers or Private Numbers

Please ensure that any phone settings are not set to reject blocked or private numbers.

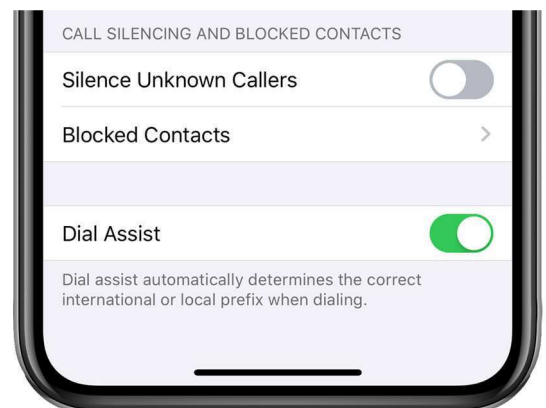


Android Phones

- Tap the phone icon found at the bottom of your home screen
- At the top-right corner of the screen, tap the three dots to bring up a new menu
- Tap 'Settings' then tap 'Blocked Numbers'
- Then disable 'Block Calls from Unidentified Callers' by tapping the toggle switch on the right to the off position

Apple iPhones

- From a home screen on your Apple iPhone, tap 'Settings'
- If 'Settings' icon unavailable, swipe left to access the App Library
- Tap 'Phone'
- Tap 'Silence Unknown Callers'
- Then disable 'Silence Unknown Callers' by tapping the toggle switch on the right to the off position



Video Appointment Emails

Links for video appointments should be received to a patient's preferred email before the day of the appointment. If it approaches 12 hours before the appointment and the patient has not received the video link please call the clinic to speak with a MOA. If the video appointment is on the same day that it was booked the video link should be received at least 30 mins prior to the patient's appointment.

Brightsquid 'Secure-Mail'



If having trouble with the 'Secure-Mail' service please contact Brightsquid by phone at **1-800-238-6503** or go to <https://support.brightsquid.com/hc/en-us/categories/360002387352-Help-for-Patients> for support

B R I G H T S Q U I D

Alberta Health Contact Information



If the patient requires their Alberta Personal Health Number (PHN) or mailing address updated please contact Alberta Health following the instructions below via <https://www.alberta.ca/ahcip-replace-your-card>

"Use the AHCIP interactive phone system

If you know your personal health number and your current address is in the Alberta Health system, you can order your card using our interactive phone system.

Phone: **780-427-1432** and press **3**, then follow the prompts.

Toll-free in Alberta: **310-0000**, then the phone number, then press **3** and follow the prompts.

If you do not know your personal health number, press 0 to be transferred to an Alberta Health agent."

8. After the Appointment

Labs and Investigation Requisitions

If the AIVCC doctor ordered lab work or an investigation (ultrasounds, x-ray, MRI, etc) they will ask the patient during the appointment where they would like the requisition to be sent.

After the appointment, the doctor will send the requisitions to a MOA for faxing. This process typically takes 2-4 hours to allow for any adjustments from the doctor.

If they are unable to accommodate a requested location a MOA will call to determine a new destination.

If a patient does not complete the requisition a MOA may reach out to remind them or inquire whether the patient still requires the requisition to be completed.

Sick Notes, Forms, Letters

It may take 24-48 hours to receive a letter or form after the appointment with the AIVCC doctor.

If the clinic has requested a consent form to be completed it is important to email or fax the completed form back to the clinic in a timely manner or return the MOAs call to discuss if no longer required.

AIVCC Mental Health Program

Resources

If the clinician has provided resources it is important to complete the suggested material provided prior to the next appointment.

9. Referrals

Internal

AIVCC Mental Health Program

Patients must be Indigenous to be referred into the AIVCC Mental Health program.

Both partners must be Indigenous to participate in Couples Counselling.

Program Offerings

Psychiatry

Consultations to provide diagnosis or treatment suggestions. This information is shared with the same AIVCC doctor the patient saw.

AIVCC primary care doctors can also call or email the clinic's psychiatrists for advice on a patient, which is typically done within a week. Case conferences between primary care doctors, psychiatrists, and psychologists are held monthly, which gives the team a chance to collaborate on best treatment for selected patients.

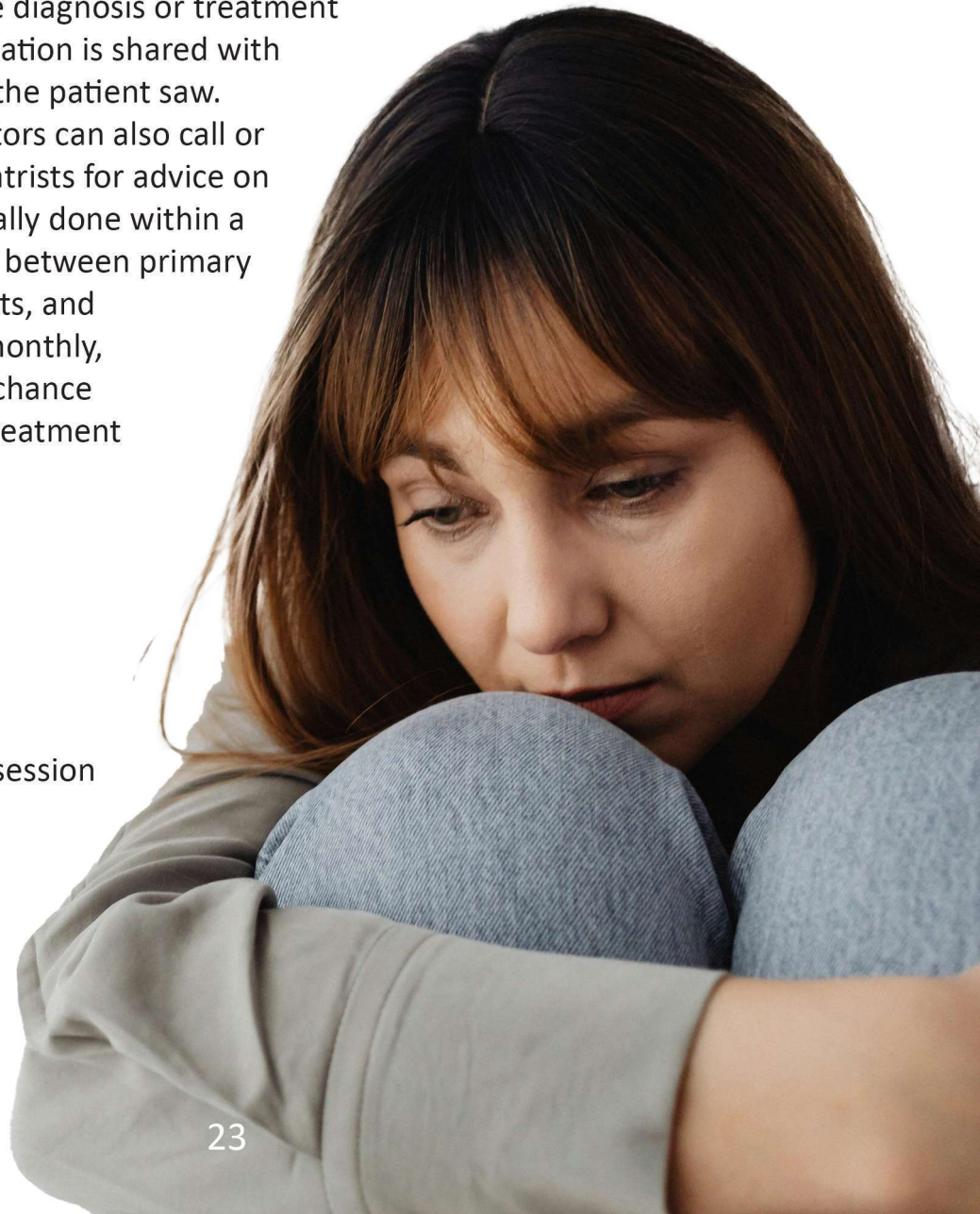
Psychology

Individual therapy
Couples therapy

Group Therapy

Via Shared Zoom video session

Assessments





Patient Navigators

Support patients to locate services the patient and/or families needs in the areas of:

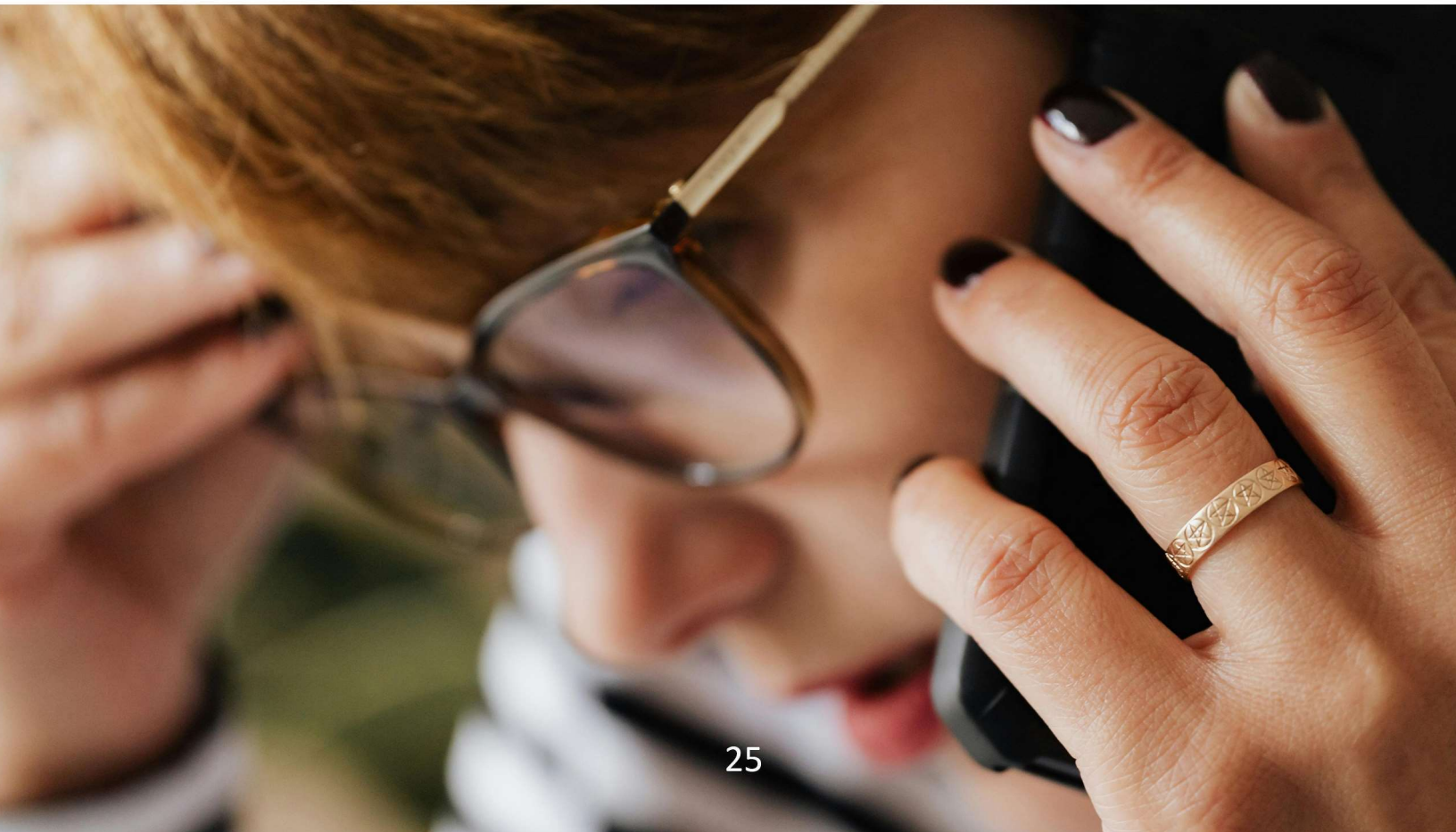
- Education
- Culture
- Family
- Housing
- Legal
- Transportation
- Daily Living Needs
- Finance
- Locate Family Doctor That May Be Accepting Patients

Nurse

Doctors may refer a patient to the AIVCC Nurse for:

- Patient Medical History
- Family History
- Lifestyle Education
- Medication List
- Screening
- Immunization Documentation

These calls are not always scheduled appointments, the nurse may try to call when they have an opening.





External

In-Person Physical Assessments

After the appointment with an AIVCC doctor they may refer the patient for an in-person exam with a local provider to complete their assessment.

These providers may provide an appointment for the referred patient or request they attend as a walk-in patient.

Specialists

The clinic will provide external referrals to any specialists located within Alberta If the doctor determines it is appropriate.

The referrals staff will always prioritize sending referrals to the most accessible location for the patient. There are some referrals where the specialists are only available in Edmonton and/or Calgary.

Timelines

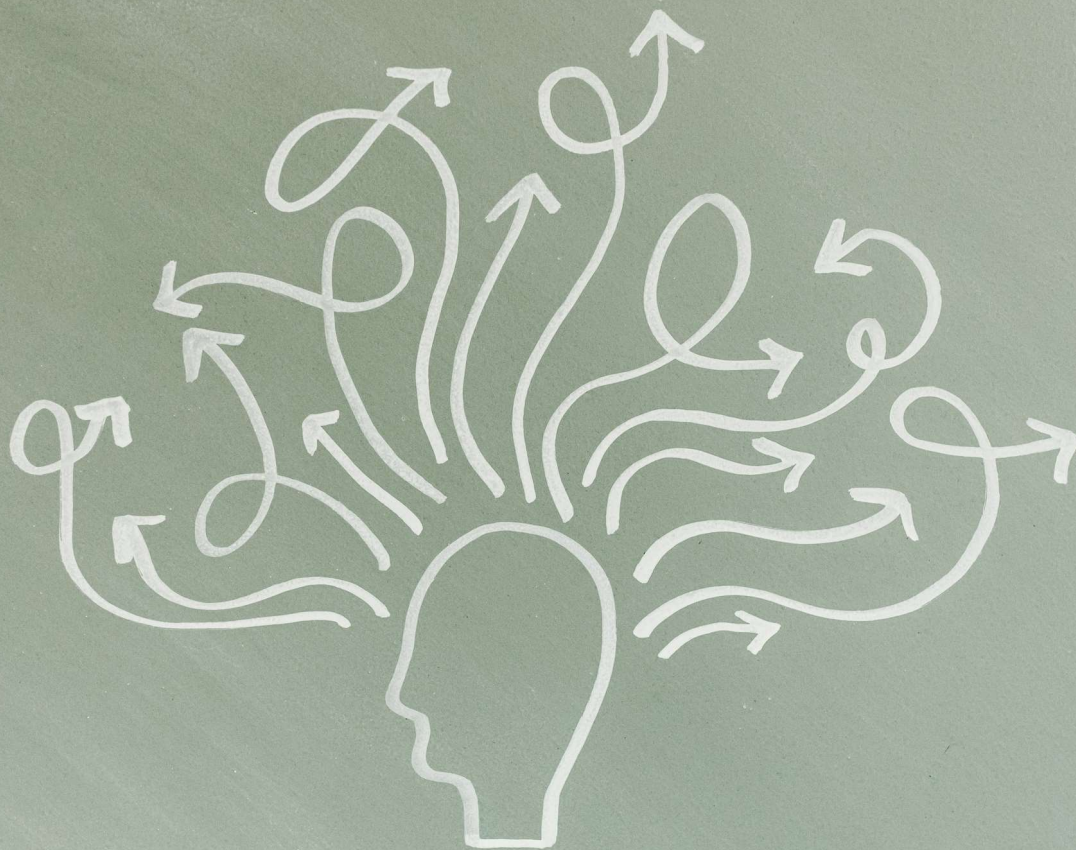
AIVCC Mental Health Program

See **Appointments** section for 'Wait Time Expectations'.

External Specialists

The Referral staff will send referrals within 48 hours of receipt from the AIVCC doctor. After the referral has been faxed to the most appropriate specialist or facility, the Referral staff will follow up weekly with the specialist's office if they have not received an acceptance or waitlist notification.

If a referral has been waitlisted a MOA will call to check in every 3 months to ensure the patient still requires the referral or if anything has changed with their symptoms or concern.



10. Mental Health



Program Offerings

For more information refer to the **Referrals** section.

Expectations

Referrals must start with an AIVCC primary care doctor who will complete screening and deal with any mental health related medical concerns. If the patient meets referral requirements, the primary care doctor will refer them to the appropriate AIVCC Mental Health team member.

If the patient concern does not meet requirements for AIVCC Mental Health team care the doctor may complete a referral to an external Mental Health resource.

Please attend appointments when booked and on time.

Cancel appointments if the patient can no longer attend - for more information please refer to the **Appointments** section.

Review any resources provided by the clinician prior to the next appointment.

We are here to support our patients and answer any questions.

Treat staff and clinicians with respect - for more information review the **Disclaimers** section.

11. Fee Structures



There is no cost to patients at this time for our services.

12. Collaborators



We collaborate closely with other care providers to ensure Indigenous patients in Alberta are receiving care in a timely, culturally-sensitive, and medically-appropriate manner. Our institutional partners include Indigenous organizations, healthcare providers, government funders, Indigenous-led university researchers and technology partners.



13. Glossary



Primary Care Doctor

Primary health care includes all the services in your community that support the day-to-day health needs of you and your family through every stage of life. All Primary Care Doctors working for AIVCC are qualified and licensed as Alberta Family Doctors, but the clinic provides episodic care, similar to a walk-in clinic.

Requisition (Req) Forms

Requisition forms are used by a doctor to communicate precisely what type of exam or tests a patient requires for a medical assessment.

Labs and Investigations

Labs: Blood or specimen (eg. Urine, stool) tests ordered by a Primary Care Doctor with a Lab Requisition.

Investigations: Imaging or other tests to assist diagnoses ordered by a Primary Care Doctor with a Diagnostic Imaging Requisition or Referral Form eg. ultrasound, x-ray, MRI).

Referral or Consultations

Arrangements for patients to receive appointments and/or assessments with Specialists located throughout Alberta.

14. Socials



www.aivcc.ca

Please visit our website
for more resources:

<https://aivcc.ca/resources/>



Thank you to the
following contributors:

Paige Wall
Michelle Hoerber
Dr. Sonya Regehr
Breanne Bautista
Beasley Media



Alberta Indigenous Virtual Care Clinic (AIVCC)

PHONE 1.888.342.4822 EMAIL info@aivcc.ca EFAX 1.855.574.0807 WEB aivcc.ca