How Family Provider Information is Collected in Fraser Health Hospital Sites

Definition: What is a Family Provider?

- The Family Provider in Fraser Health Meditech is the Family Doctor or Nurse Practitioner, the Most Responsible Physician (MRP) who provides comprehensive care to the patient on a continuing basis.

Collecting Family Provider Field is Mandatory

- Collecting the Family Provider field is extremely important for patient safety and therefore mandatory for all registrations.
- Patient information, including Family Provider, is to be confirmed during every visit.
- The clinical/unit staff can also update the Family Provider field by submitting an electronic order entry during the admission.
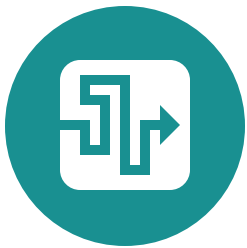
Challenges Affecting Collection of Family Provider Information

- Patient is unaware that their Family Provider has retired or is no longer practicing.
- Patient informs Registration they do not have a Family Provider or no longer see their previous Family Provider. As per patient, Registration will remove Provider to avoid a privacy breach.
- Patient does not provide information to Registration as they do not want their Family Provider to know their reason for visit.
- Patient states they go to any drop-in clinic that has availability, with no regular Family Provider.
- Patient cannot recall Provider's name/clinic name.
- Patient has not seen Family Provider for several years and is unaware they are no longer considered a patient at the Provider's practice.

What to Do: Not My Patient Process

- If you receive an electronic notification (your patient has been admitted in ED or Inpatient) or a transcribed report for a patient who is not under your care, please contact Transcription Services. Transcription will remove you from the report and will initiate the process to remove you as the provider on the patient's record.
- *Transcription Fax: 604-806-8257*

To Be Added to the Patient's Record As Family Provider

- If you were not added as the patient's Family Provider at the point of registration, Registration Services can assist with correcting account.
- Contact the site's Registration team or use the ***Request to Change Designated Family Doctor or Nurse Practitioner*** form in **Pathways.**
- ***PATIENT HAS BEEN DISCHARGED:*** Contact the Site's Registration Supervisor and request to be added to your patient's record as Family Provider. For site fax information, please see page: How do I correct the General Practitioner for a patient? *(http://www.himconnect.ca/physicians-and-clinicians/registration-services/how-do-i-correct-the-general-practitioner-for-a-patient)*
- ***PATIENT IS AN ACTIVE INPATIENT (ADMITTED):*** Request the Unit Clerk process an Order Entry to add you as the patient's Family Provider, or Contact the Site's Registration Supervisor per above.