



# KAMLOOPS HEALTHCARE ACCESS GUIDE



## NEW TO KAMLOOPS?

Do you have health coverage in BC?

Yes

No

Private Insurance  
(Example - Sunlife,  
Canada Life, Manulife)

Public Insurance  
(MSP card)

Apply for BC  
Services Card  
(3 month  
waiting  
period)

Get private  
insurance  
during the  
waiting  
period

If no  
insurance or  
MSP, cost is  
paid out of  
pocket

**MSP covers medically necessary services provided by a doctor or Nurse Practitioner, labs, diagnostics, immunizations, hospital stays and prescription drugs during hospital stay.**

Apply for  
Pharmacare  
once you have  
the MSP card  
(keep MSP card  
handy)

### Does not cover:

- Eye services
- Dental services
- Physiotherapy
- Prescription drugs
- Medical devices
- Mental Health Services
- Cosmetic Surgery
- There are some exceptions though.

Where can one go to access these services?

Emergency Care

Non emergency

Pharmacy

Public Health

### Call 911

- Hospital
- In case of an accident or major injuries or something that needs immediate attention

- Call 811 for any advice on non emergent health issues
- **Family doctor or practitioner**
- **Urgent Care Clinics** -
  1. Kamloops South Shore Urgent Primary care Clinic
  2. Kamloops North Shore Urgent and Primary Care Clinic
  3. Kamloops Primary Care Clinic (North Shore and South Shore)
- **Virtual care Clinics**
  1. Well Health
  2. Telus Health
  3. Tia Health
  4. I- medicine (Kipp-Mallery Pharmacy)
- **Private Clinic**
  1. Kinetic Energy Health care and Wellness Centre

- Prescriptions for minor issues such as skin issues, minor infections, birth control, women health related concerns
1. Kipp Mallery Pharmacy
  2. Pharmacy at Superstore

For more information visit a local pharmacy

- Immunizations
- Maternity care
- Prenatal services
- Sexual Health
- Speech and Language
- Communicable disease control
- Harm reduction supplies and services
- Child Health Clinics

## Additional Information



**How to apply for MSP:** Visit ICBC office and apply for BC Services Card or you can apply online or by mail or at a Service BC location. Any questions - call 1-800 663 7100.

**Pharmacare :** PharmaCare is a program that helps people pay for prescription drugs and other health care costs. BC, PharmaCare is income-based, so the more a family earns, the less help they receive. To register for PharmaCare, you can apply online, by phone, or by mail. Call 1 800 663 7100 for more info.

**Pharmacy Services in BC** - Search 'Kamloops Pharmacies' on google and book an appointment online or walk into a pharmacy. Call 1-833-882-0022 to book an appointment. Services are available Mon-Fri 08:00am-4:30 pm.

**Private Insurance :** Once you have applied for your MSP card, the waiting period is 3 months. In the meantime, you can apply for private insurance. There are several private companies that provide private health insurance. The payments are usually monthly. Some of the private insurance companies in Canada are Blue Cross, Sun life, BCAA, Manulife etc.

**Health insurance through Employment:** If you are employed, companies may provide extended health benefits after your probationary period (often this is 3 months). The extended benefits plan would cover some portion of the cost for services such as dental, eye services, massage and physiotherapy that are not covered by MSP.

### Urgent Care Clinics

**1. Kamloops South Shore Urgent Primary Care and Learning Centre located in Royal Inland Hospital.**

- 311 Columbia St Unit, Kamloops, BC V2C 1K5
- 10:00 am - 9:30pm, 2503142256
- Monday - Thursday, Saturday and Sunday

**APPOINTMENT-BASED, NO WALK-INS**

**2. Kamloops Northshore Urgent Primary Care, located in the Northhills shopping centre.**

- Northhills Mall, 700 Tranquille Rd Unit #21-22, Kamloops, BC V2B 0G5
- 7:30 am - 6:30pm, 2503142256
- 7 days a week

**WALK-INS AVAILABLE**

### Private Clinic

**1. Kinetic Energy Health Care and Wellness Centre**

- 207-450 Lansdowne St, Kamloops BC
- To book an appointment on the same day, you are required to call right at 7 am on 2508286637 and leave a voicemail, as patients are registered into the doctors' day sheet in the order that voicemails are received. Monday to Friday, 7am - 4pm.
- For other services like physiotherapy, womens health, massage, chiropractor they are open during the weekends and late till 8pm on weekdays.

### Virtual Clinics

- Virtual health services are provided online. To receive these services google Well Health, Tia Health, Telus Health or any other virtual clinic and book an appointment (online or by calling).
- Appointment can be booked for the same day or for future depending on availability. You would need a phone, tablet or a computer to attend your appointment. Make sure to have a stable wifi connection. Sometimes virtual appointment can be just a phone call.
- Use virtual services for minor issues, prescriptions, doctor notes.
- Kipp-Mallery Pharmacy has partnered with iMedicine and have an iMedicine Patient Studio in the pharmacy. Call at 2269306500 to book an appointment. Monday to Friday 9 am - 5:30pm. It is a virtual doctor service.

### Finding a Family doctor in BC

If you live in British Columbia and need a family doctor or nurse practitioner, register for the [Health Connect Registry](#) or call [HealthLink BC](#) at 8-1-1 to register in languages other than English. This service is available in more than 130 languages.

When you register, you are added to a list of people in need of a family doctor or nurse practitioner in your community.

Registration takes less than five minutes. To register, please provide your:

- Personal Health Number (PHN), found on your BC Services Card or BC Driver's Licence
- Home address
- Email address and phone number

### Triage in ER

- Canada uses the Canadian Triage and Acuity Scale (CTAS) to prioritize patients in emergency departments.
- Triage is the process of prioritizing patients based on the urgency of their need for care. It's the first thing that happens when you seek care at an emergency room.

#### LEVELS

- CTAS 1: Requires immediate resuscitation, such as for cardiac arrest, major trauma, or shock
- CTAS 2: Requires emergency care, such as for head injury, chest pain, or internal bleeding
- CTAS 3: Requires urgent care, such as for a deep cut, serious infection, or urgent mental health concern
- CTAS 4: Requires less-urgent care
- CTAS 5: Requires non-urgent care

**If your need does not fall under level 1, 2 and 3 then you will have to wait much longer. Therefore, it's best to consider alternative care options as stated above if your situation is not urgent.**

### Frequently asked questions

- Have a cough/cold/fever/other minor issues - go to closest pharmacy
- Have general questions regarding health? - Call 811 - available 24 hours a day, 7 days a week
- Need lab work? - Visit a clinic, or online dr - get a requisition - go to life labs
- Dental issues? - Google dental offices near you and try calling for an appointment. Ask cost over the phone
- Prescriptions - Pharmacies : Shoppers Drug Mart, London drugs, Save on foods pharmacy

References

