

Patient Connect NB Frequently Asked Questions

1. What is Patient Connect NB?

Patient Connect NB is a provincially-managed, bilingual registry for New Brunswickers without access to a primary health care provider (family doctor or nurse practitioner). Patient Connect replaced all the lists maintained at hospitals and clinics across the province in May 2013.

2. Who is eligible to register with Patient Connect NB?

Anyone who is eligible for a New Brunswick Medicare card is eligible to register.

3. Can those currently living outside the province but planning to move to New Brunswick register?

Yes, but an Individual must have a valid Medicare card from another province to register.

4. How do I add my name to the list?

Those wishing to be added to the registry can do so online on the Department of Health's website or by calling Tele-Care 811.

5. How am I matched to a primary health care provider?

Providers that have capacity in their practice will contact Tele-Care 811 to advise that they are able to take patients. Tele-Care 811 will then select the appropriate number of patients from the registry and send their information to the doctor or nurse practitioner. Patients will be advised via email, phone or mail that they are being assigned to a provider and will be provided the office contact information. Patients will then be responsible for contacting the office to make an appointment to set up their file.

6. How many New Brunswickers don't have a family doctor or nurse practitioner?

While this number is difficult to estimate, it is believed that there are between 15,000 and 20,000 New Brunswickers without access to a primary care provider.

7. How long will it take to be matched to a provider?

It is difficult to tell exactly, there are many things that impact how long you will have to wait; area, recruiting by the regional health authorities, etc. When the provincial program was launched 70% of the people on the list had been waiting longer than a year to be matched, currently 40% of the people on the list have been waiting longer than 1 year.

8. How many people are waiting for a primary health care provider?

The registry has worked on over 50,000 patient records in the last 2 years and over 30,000 have found access to a provider. The total varies but the average on the waiting list is approximately 17,000.

9. What happens if I am sick and need access to a provider urgently?

The registry may be able to match you to a provider that will support you until you are matched permanently, you need to complete the health assessment for prioritization.

10. Will patients on the list have to provide personal health information? Will this information be protected?

Patients will need to provide a certain amount of health information to assess health needs. All information is considered confidential.

11. Is there any consideration given to the distance a patient is willing to travel to see a primary health care provider?

When you register, patients are asked what their preferred location for a provider and how far they are willing to travel to access care.

12. What if patients do not wish to see the provider they are assigned to?

If a patient does not wish to see the provider they are assigned to they must advise Tele-Care 811 by phone as soon as possible. They will then be placed back on the list and will maintain their priority sequence. *Note that the registry will only make 3 attempts to match you; if unsuccessful you will stay on the list but lose your original registration date.*

13. Can individuals who have a family doctor or nurse practitioner but would like to switch to another provider be added to the list?

Yes, but those without a provider will be given a higher priority.

14. What is the process for those who wish to remove themselves from the registry?

Those who are leaving the province or no longer require a provider are encouraged to call Tele-Care 811 to remove their name from the list.