

Emergency Health Provider Registry Frequently Asked Questions

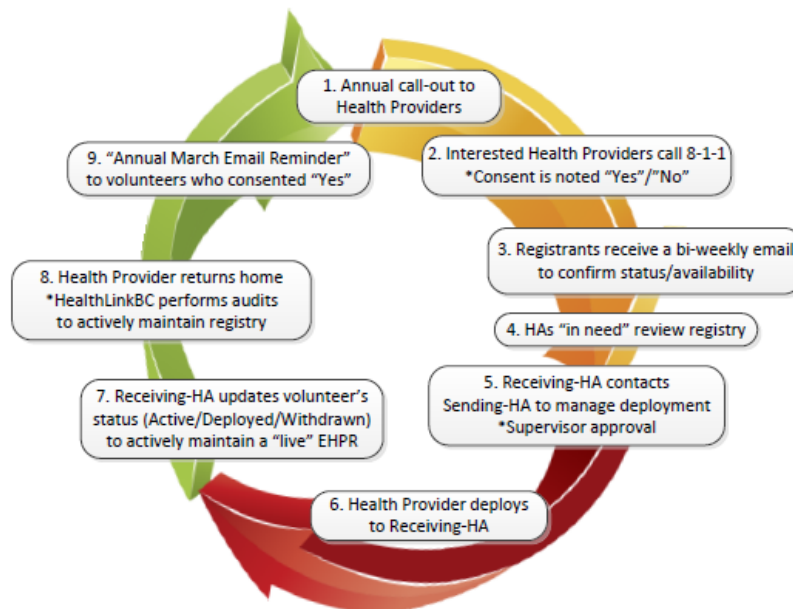
1. What is the Emergency Health Provider Registry (EHPR)?

The Ministry of Health established the EHPR in partnership with HealthLink BC, Health Emergency Management BC and health authorities under the authority of the *Emergency Program Act*. The EHPR is a secure platform that enables health care providers to voluntarily register for potential deployment to an area impacted by a local, regional or provincial emergency (e.g., wildfire, flood, tsunami, earthquake).

During an emergency, health authorities can access the EHPR to initiate a request for assistance from nurses, allied health professionals and physicians on the registry.

2. How is the EHPR managed?

The EHPR is managed based on the following cycle, allowing for continual quality improvement:



3. How is the EHPR activated/deactivated?

Health Emergency Management BC is responsible for activating/deactivating the EHPR.

Activation can occur:

- at the request of a health authority;
- when an emergency event creates the potential for staffing challenges that could impact operations in one or more health authorities;
- when an out-of-province request for support is received.

The EHPR is deactivated when it has been determined that staffing levels in an impacted area can return to normal.

4. Who is eligible to register?

Allied health professionals and nurses employed by health authorities in a full-time, part-time or casual position; as well as facility- and community-based physicians are eligible to register. Should the need arise, the registry may be expanded in the future to include other health sector professionals.

5. Do I need my supervisor's approval to register?

No. While you are encouraged to talk to your supervisor about registration, you do not require permission to register. If your help is needed, your supervisor will need to ensure sufficient staffing resources are available prior to approving your deployment.

6. How do I register?

Interested nurses, physicians and allied health professionals can voluntarily register with the EHPR by calling HealthLink BC at 8-1-1 at anytime. A representative will record your contact information, current job title/specialty, availability and regional preferences. This information will enable a health authority that requires a specific type of health care expertise in an impacted area (e.g., a Registered Nurse to work in Prince George) to identify the eligible individuals to fill that position.

7. Who will have access to my information and how will it be protected?

Registrants' personal information is securely managed and protected by HealthLink BC in accordance with the *Freedom of Information and Protection of Privacy Act s.26(c)*. Only designated HealthLink BC and health authority staff have access to the EHPR and only for registration or identifying available health providers during an emergency.

Registrants can provide consent to have their personal information retained in the EHPR for five years. As emergencies can happen at any time, this lifespan allows for a faster health system response. If consent is not provided, the registrant's personal information will be deleted when the Registry is deactivated. Aggregated, non-identifiable data in the EHPR will be analyzed to inform continual quality improvement.

8. Do I have to commit to a specific period of time?

No, when you register with HealthLink BC you will be asked for information on your availability. You do not have to commit to volunteering during a specific period or length of time. In the event your availability changes, you will be asked to contact HealthLink BC to update your registration details.

9. What type of work would I be doing?

Staffing needs will vary depending on the location and extent of the emergency. Efforts will be made to deploy registrants at the same or a similar position/classification and ensure alignment with skills and experience.

10. How will I know if I will be deployed?

You will be contacted by your Staffing Office or Medical Affairs Department who will coordinate with you and your supervisor to ensure that deployment does not disrupt patient care.

11. How much notice will I get before deployment?

This will depend on your availability, your supervisor's approval and operational need. Based on lessons learned from the 2017 wildfires, volunteers may need to be ready for immediate assignment to an affected community.

12. Where could I be deployed?

Locations will vary depending on conditions and where evacuees are housed. Registrants can indicate a preference or decline an assignment and potentially be deployed elsewhere. Deployment is entirely voluntary.

13. Where will I stay while I'm deployed? Will my travel and accommodation be covered?

Travel and accommodation costs will be covered by the health authority you are deployed to. You may be offered a variety of accommodations including bed and breakfasts, motels, hotels, billeting or other private accommodations. If you have friends or family in the area, you could choose to stay with them and be reimbursed according to per diem rates set by the health authority.

14. What happens to my job/work when I'm deployed?

There will be no change to a registrant's employment status resulting from deployment. Your supervisor and health authority is responsible for ensuring there is adequate staffing coverage during your absence.

15. How will I be paid? Will deployment impact my seniority, benefits, vacation?

Health authorities have agreed to respect all current collective agreement provisions including seniority, benefits and vacation accrual. Nurses and allied health professionals will continue to be paid by their respective health authority at their current salary based on hours worked.

Physicians will be compensated through fee-for-service billing while deployed. No provision has been made for compensation under alternative contractual arrangements (e.g. Alternative Payments Program).