

# Resident and Visitor Information

## Health Care Services on Mayne

### The basics...

- Located at 526 Felix Jack Road, the Health Centre Clinic is open Monday to Friday, 9 am — 12 pm and 1 pm — 5 pm by appointment only to registered Clinic patients. The clinic is closed on weekends and statutory holidays. To contact the clinic, call 250. 539.2312.
- Primary care is provided by a family physician and nurse practitioner
- The clinic is **not** a walk-in centre and cannot offer walk-in services or accommodate calls from visitors for prescriptions. As well, the clinic is not able to accept new patients at this time.
- If you are a full-time permanent resident on Mayne with no primary care, you can call 250.539.2312 to add your name to the clinic's waiting list. Please know that the medical office assistants are not authorized to take any medical information from you, answer any medical/health related questions or give you any advice.
- Until additional resources are available, the wait time may be up to 2 years so please do not cancel any current arrangements for care that you have.
- To expand your search for clinics accepting patients, go to <https://www.healthlinkbc.ca/health-connect-registry/status> or call 811 for assistance.

### After hours...

- For information on after-hours medical advice, please call the clinic at 250.539.2312, listen to the message and follow the instructions.
- For urgent after-hours attention call 1.800.866.5602.

### In emergency, always dial 911...

- Mayne Islanders benefit from efficient response to emergencies.
- Patients are transported to the Health Centre by Ambulance for assessment by the Clinician on duty or if after hours, by the Southern Gulf Islands on-call physician either in person or by telephone.
- Depending on the severity of the emergency and transport availability, BC Emergency Health Services – BCEHS -- evacuates patients to a hospital facility on Vancouver Island via ferry, water taxi or helicopter.
- In some circumstances and in consultation with a paramedic specialist or emergency transport advisor, BCEHS may transport patients directly to a hospital facility from home or the scene of an accident.

### Other available resources:

- Call 811 to speak to a nurse about non-urgent medical issues or to speak to a pharmacist
- Go to MediMap at <https://medimap.ca/> to access virtual visits
- For access to a physician, go to Telus Telehealth at <https://www.telus.com/en/personal-health/my-care>
- Vancouver Island Mental Health Crisis Line #: 1.888.494.3888 (24/7)
- Mental Health Support Line #: 310.6789

## **Other Health and Support Services on Mayne...**

- For a complete list of health and related practitioners providing services on Mayne (and their contact information) [CLICK HERE](#), or refer to the local telephone directory page dedicated to Health Services or check the monthly MayneLiner.

## **If you are a new resident or visitor...**

- There are no Pharmacy services available on Mayne Island so if you are visiting or a new resident, please bring all your medications with you.
- If you are taking prescribed medication — especially Insulin— make sure you have an adequate supply on hand and if you are visiting Mayne, make sure you bring enough with you. This includes Epinephrine Kits.
- If you run out of your medication, please call your physician to arrange for a prescription you can pick up from a pharmacy in Sidney – or arrange for the Mayne Island Courier (250.539.9921) to pick it up for you.
- The Health Centre does not have X-Ray, CT Scan or other specialized diagnostic equipment or emergency diagnostic services, so patients requiring urgent attention are sent off island for complex care.
- Island Health provides diagnostic lab services every Tuesday morning (by appointment only) to any patients with requisitions from their health care providers. Call 250.539.2312 to make an appointment.
- A directory of all other health services available on Mayne is printed in the phone book, the monthly MayneLiner and posted on our website.

## **If you are referred to off-island specialty medical services...**

- Through the Travel Assistance Program (TAP), the BC Government covers travel costs for island residents who need to go off-island for MSP-covered specialty health services NOT available on Mayne.
- If your physician or nurse practitioner refers you for specialty diagnostic services or consultation with a medical specialist, you are eligible to request a TAP form.
- Follow the directions on the back of the TAP form to ensure your travel is authorized.
- For more information about the TAP go to:  
<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc>

## **Expectant mothers/families and visitors on Mayne...**

- As in most remote/isolated communities in BC, there are NO obstetric or midwife services available on Mayne Island. Air BC Ambulance transportation to the nearest maternity centre can be lengthy, risky, and dependent on weather and availability of craft.
- We are fortunate to have excellent hospital maternity care very close by on Vancouver Island and the mainland. For the health and safety of pregnant women on Mayne — and their babies — our medical team advises any expectant mothers to leave Mayne two weeks before their due date or earlier if advised by their maternity care provider.
- And for their health and safety, our medical team also encourages new mothers with newborns to

remain off- island for the first week if possible.

### **Residents, part-time residents and visitors: be prepared...**

Our stores carry standard over-the-counter medications and some first aid supplies but none of our stores is open later than 6 pm. So make sure you have the essentials you might need -- like epi-pens, contact lens solution, diapers and baby formula. And be sure you have a First Aid Kit that contains:

- Adult Tylenol tablets and Children's/Baby Tylenol Liquid
- Tensor bandages for sprains
- Assorted Mepore bandages
- Band-aids, Steri -strips and gauze
- Peroxide, Rubbing Alcohol and/or Chlorhexidine
- Calamine Lotion, topical Benadryl spray for insect stings
- Topical analgesic
- Polysporin or other topical antibiotic cream
- Eye Drops
- Canesten Cream
- Laxatives and Imodium
- Benadryl, Claritine or Reactine

For more information, go to: <https://mayneislandhealth.ca>

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