

For Immediate Release | June 13, 2018

Urgent Primary Care Centre welcomes first patient

KAMLOOPS – The new Urgent Primary Care Centre welcomed its first patient through the doors at 5 p.m. Tuesday and he appeared thrilled to be the test case at the new site.

Suneil Randhawa was greeted by the medical office assistants, saw a nurse, had an appointment with physician, Dr. Peter Loland, and was referred for diagnostic testing. He later returned to the centre for immediate follow-up.

“He was the perfect patient for us to trial our processes on and he was enthusiastic about the team-based care he received,” said Jason Giesbrecht, Interior Health’s Executive Director of Primary & Community Care Transformation.

Emergency Department volumes were low throughout Tuesday, which provided UPCC staff an opportunity to strengthen processes with ED staff. UPCC patients are initially being referred from Emergency if the care they require is not emergent but requires treatment within 12 to 24 hours.

A number of local family physicians, who may eventually work at the site, also toured the facility during the evening and offered positive feedback.

Photo caption: Patient Suneil Randhawa was welcomed by staff and physician as the first patient to the Kamloops Urgent Primary Care Centre on Tuesday evening. The enthusiastic team included on- and off-shift staff, as well as members of the project team who helped develop the centre. (photos attached)

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