



Quick Reference Guide

How to Register your Name to Patient Connect NL

Patient Connect NL Overview

Patient Connect NL is a provincial list of individuals who have identified as being without a Primary Care Provider (Family Doctor or Nurse Practitioner) in Newfoundland and Labrador (NL). The information provided on Patient Connect NL will be used to plan and improve access to primary health care in NL, with the goal of connecting individuals to a Family Care Team or a primary care provider (PCP) as soon as one becomes available in your area.

Please register if you are without a primary care provider and would like to register for one.

This quick reference guide will outline the steps on how to add your name to Patient Connect NL. If you have an MCP card, please have it ready to complete the registration process. If you are registering for family members for whom you are the substitute decision maker for the purposes of Patient Connect NL, such as your children or spouse, etc., please have their information, such as MCP card, ready to complete the registration on their behalf.

A substitute decision maker is a person who will communicate your health care decisions if you are unable to do so. This person must be 19 years of age or over. Your substitute decision maker must indicate his or her acceptance of the appointment in writing. If you are submitting this form on behalf of another individual, you must be prepared to provide documentation to support your authority to do so.

Step 1

Access Patient Connect NL by clicking [here](https://patientconnect.nlchi.nl.ca) (https://patientconnect.nlchi.nl.ca)

A screen will appear providing you with an overview of Patient Connect NL as shown in Figure 1.

Newfoundland & Labrador

Patient Connect NL is a provincial list of individuals who have identified as being without a Primary Care Provider (Family Doctor or Nurse Practitioner) in Newfoundland and Labrador (NL). The information provided on Patient Connect NL will be used to plan and improve access to primary health care in NL, with the goal of connecting individuals to a Family Care Team or a Primary Care Provider as soon as one becomes available in your area.

Please register on Patient Connect NL if you are without a primary care provider or will be without a provider in the next 3 months.

If you are registering for family members for whom you are the substitute decision maker (such as your children or spouse, etc., please have their information and MCP card ready to complete the registration on their behalf.

Frequently Asked Questions
Please click the link here

Please enter your postal code *

Postal Code

If you require more immediate care:

- If you require more immediate care or are experiencing a mental health crisis, please speak to a 811 HealthLine Registered Nurse or Nurse Practitioner by calling 811.
- If you are experiencing an emergency, please proceed to your nearest Emergency Department or call 911.
- If you need a prescription refill, please check with your local Pharmacist. A Nurse Practitioner can also assist in refilling most routine prescriptions, by calling and booking an appointment with the 811 HealthLine. You can also download the 811 HealthLine app from the Apple or Google Play Store. To request an appointment, please contact the 811 HealthLine at least one week in advance of when you require the prescription. These services are covered by MCP.
- Please click Bridge the gap to access further information on Mental Health and Addiction services in Newfoundland and Labrador.
- For more information on health care services in your region please click here

Next →

[Frequently Asked Questions](#) [Privacy](#) [Contact](#)

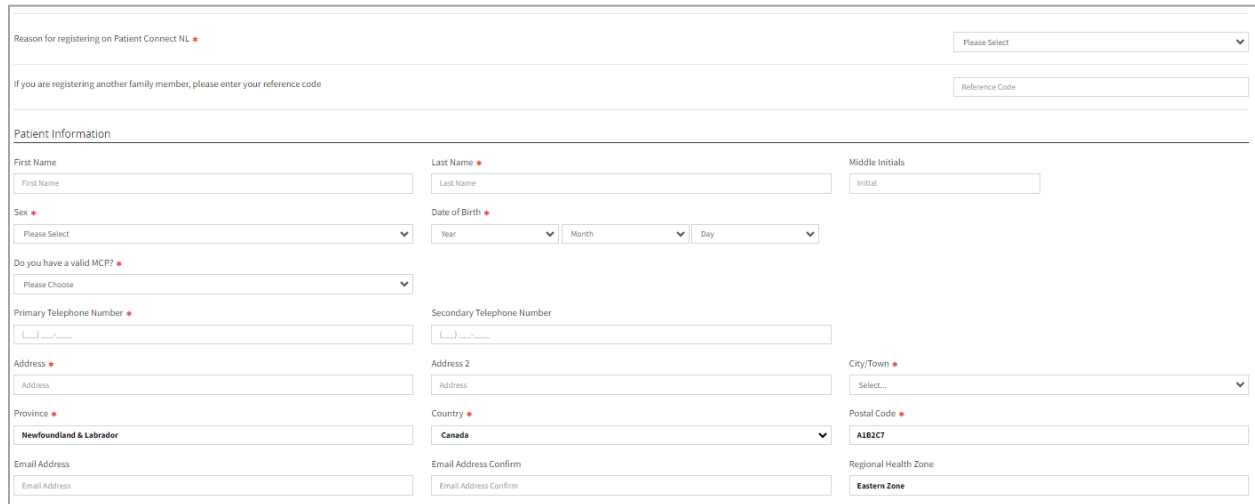
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Figure 1: Patient Connect NL welcome screen

- Please review
- Enter your **Postal Code**
- Click **Next**

Step 2

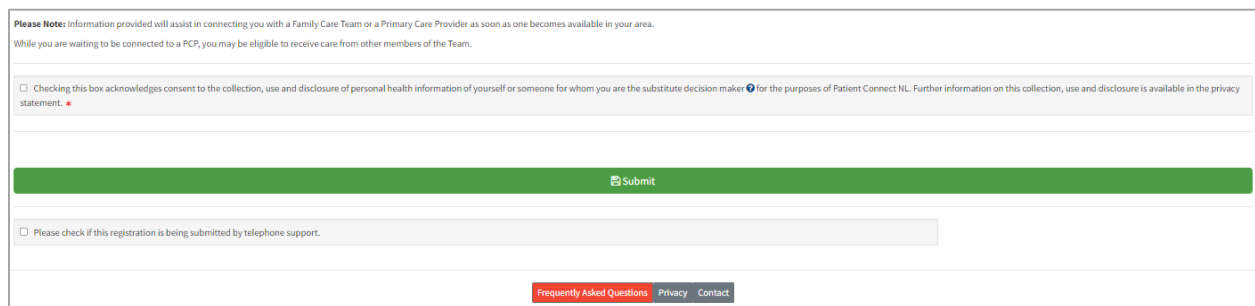
You will now see the registration form. **Please note:** If you live in the Eastern Zone and require prenatal or postnatal care, please respond to the applicable question provided.



The registration form is titled "Reason for registering on Patient Connect NL" with a dropdown menu set to "Please Select". Below this is a field for "Reference Code" with the instruction "If you are registering another family member, please enter your reference code". The "Patient Information" section includes fields for "First Name", "Last Name", and "Middle Initial". It also has a "Sex" dropdown, a "Date of Birth" section with "Year", "Month", and "Day" dropdowns, and a "Do you have a valid MCP?" dropdown. Contact information includes "Primary Telephone Number" and "Secondary Telephone Number" fields. Address details include "Address", "Address 2", "City/Town" dropdown, "Province" (set to "Newfoundland & Labrador"), "Country" (set to "Canada"), and "Postal Code" (set to "A1B2C7"). Email fields include "Email Address", "Email Address Confirm", and "Regional Health Zone" (set to "Eastern Zone").

Figure 2: Patient Connect NL registration screen

- Enter the information in the fields displayed (* fields are required) as shown in Figure 2.
- Answer the questions by selecting from the drop-down menu.



The consent screen features a "Please Note" section explaining that information is used to connect users with a Family Care Team or Primary Care Provider. It includes a checkbox for consent to the collection, use, and disclosure of personal health information. A large green "Submit" button is prominently displayed. Below the button is a checkbox for "Please check if this registration is being submitted by telephone support." At the bottom, there are links for "Frequently Asked Questions", "Privacy", and "Contact".

Figure 3: Patient Connect NL consent screen

- Review the consent statement as shown in Figure 3.
 - If you consent, please select the **checkbox**.
 - If you do not consent, once you click submit you will receive a message **“you are not eligible to proceed”**.
- If the registration form is being submitted by telephone support, select “Please check if this registration is being submitted by telephone support” as shown in Figure 3.
- Once the fields are complete and you answered the questions, click **Submit**.

Note:

If you previously submitted a Patient Connect NL registration form with your MCP, you will receive a message **“The MCP number you have entered is already registered in this system”**. You are not required to proceed with submitting a new registration form.

Step 3

Next, if you selected consent and clicked submit, you will receive a message **“Your information has been received by Patient Connect NL”** as shown in Figure 4.

Please document your reference code. You may use your reference code if you wish to register additional family members. If you included an email address during the registration process, you will also receive an email confirmation. **Please note:** *a sample email reply is shown below.*

If you wish to register an additional family member, select **Register a Family Member** as shown in Figure 4 and return to step 1.

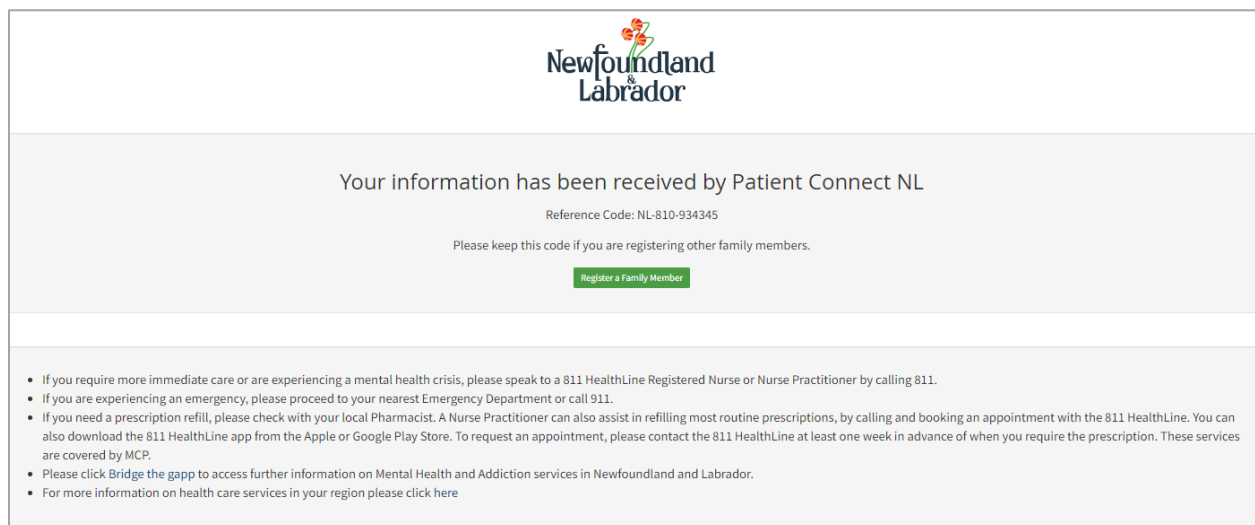


Figure 4: Patient Connect NL registered screen

Additional Information

For more information, you can select “Frequently Asked Questions”, “Privacy” or “Support” on the bottom of the page as shown in Figure 5.

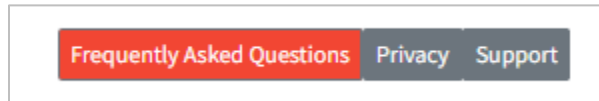


Figure 5: Patient Connect FAQs, Privacy and Support link

If you are experiencing issues completing your registration, please call 1-833-913-4679.

Email Reply

If you included an email address during the registration process, you will receive an email confirmation.

Thank you for registering with Patient Connect NL!

You are now on a waitlist to be linked to a primary care provider or a Family Care Team in your area, when one becomes available. Unfortunately, we are unable to provide a specific timeline of when this will occur.

Please note that clinic staff or telephone operators are unable to retrieve your registration information, assist you with wait times for an appointment or inform you with where you are located on the list. You will be contacted when a clinic has capacity to take on new patients in your area and an appointment is available for you. If there is a change in your contact information, please call 1-833-913-4679 for assistance.