

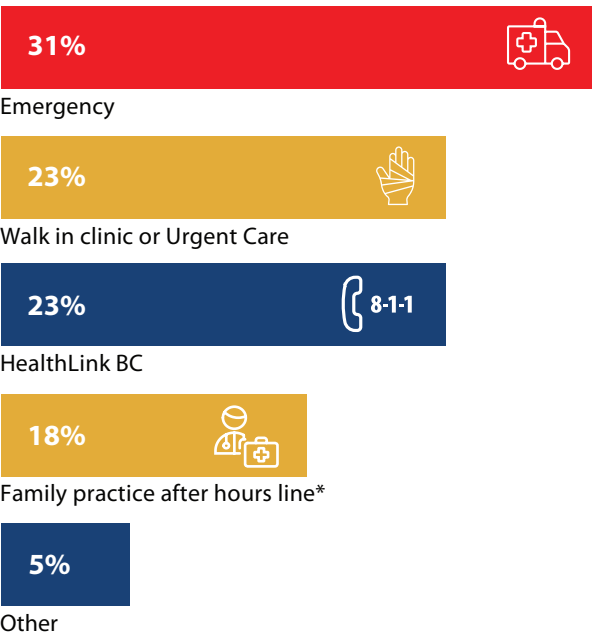
After Hours Care pilot evaluation

After Hours Care provides care to patients when family practices are closed: Evenings, nights, weekends, and holidays. The program is from FPSC, a collaboration of the Ministry of Health and Doctors of BC, delivered by HealthLink BC.

These results are from a survey of 2,788 callers to the After Hours Care program between December 1, 2023 and February 29, 2024. There were 402 surveys completed (14%).

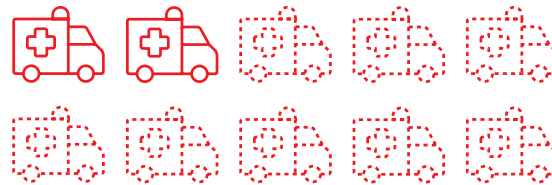
Results showed the service reduced demand for daytime visits to family doctors and nurse practitioners and freed up capacity at emergency departments, walk in clinics, and Urgent and Primary Care Centres.

Where patients **typically** get care when their family practice clinic is **closed**.

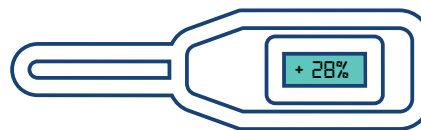


* Family practice clinic's existing after hours service

Change in patients' plans after speaking with an After Hours Care physician.



After speaking with an After Hours Care physician, **81%** of patients who had planned to go to Emergency **no longer intended to**.



After speaking with an After Hours Care physician, the number of patients who felt they could safely manage at home **increased by nearly one-third** (from 45% to 57%).

Patient outcomes after calling the After Hours Care service.

