

**February 4th, 2025 - FOR IMMEDIATE RELEASE**

## **New KB Access Clinic Opens to Provide Care for Patients Without a Family Practitioner in Kootenay Boundary**

**Kootenay Boundary, BC** – Prima Health Cooperative is excited to announce the opening of the KB Access Clinic, which launched on January 13th, 2025. The clinic provides primary care, as-needed and by appointment, for residents of the Kootenay Boundary region who do not have a family doctor or nurse practitioner. This initiative is an important step toward improving healthcare access in the region and easing pressure on emergency departments.

### **Hybrid Care Model for Accessibility & Flexibility**

KB Access Clinic offers a hybrid model of virtual and in-person care, making services more flexible and accessible. Virtual visits (telephone and video) are available to patients across the Kootenay Boundary. In-person visits have started in a Nelson location, with plans to expand to Castlegar and Trail as the clinic grows. Staffed by a dedicated nurse practitioner, clinic manager, and a rotation of family physicians from across the region, the clinic's collaborative approach aims to ensure quality care while helping maintain manageable workloads for providers. All KB Access appointments are provided by local family practitioners, and patients are seen by the provider on shift the day of their appointment.

### **Reducing Pressure on Emergency Departments**

Dr. Shelina Musaji, Medical Director for KB Access Clinic, shared her thoughts: "This clinic is a vital step forward for our region. It offers a much-needed option for people without a primary care provider and helps reduce the strain on emergency rooms. It also serves as a place for patients to follow up after an emergency visit to support continuity of care."

### **A Collaborative, Community-Driven Effort**

The KB Access Clinic is a non-profit initiative led by Prima Health Cooperative and has been developed through a collaborative effort with local healthcare providers, community

members, and partners. This project is a significant milestone in addressing the region's healthcare access challenges while complementing broader regional efforts to improve long-term primary care availability.

Pat Dooley, Prima Health Cooperative Board Chair, reflected on the project's collaborative and regionally focused nature: "The KB Access Clinic represents what we can achieve throughout the region when we come together with a focus on serving patients who don't have a family practitioner. It is not just about providing care; it is about innovative thinking and building a system that works for everyone. On behalf of the Prima Board, I extend my congratulations and thanks to the practitioners and partners who have made the clinic a reality."

### **Real Stories, Real Impact**

Local resident Lorraine Bell-Lebedoff, who has been without a family doctor for several years, shared her relief: "For patients without a family doctor, navigating the healthcare system is incredibly challenging and stressful, especially for those with complex needs. When you're sick and vulnerable, having to retell your story over and over again just adds to the burden. Finding out about KB Access felt like winning the lottery—finally, there's a place to turn for care when it's needed. My experience was wonderful—the doctor truly listened, took the time to understand the bigger picture of my health, and showed such genuine care, even coordinating with emergency care when I needed it. This clinic is going to change lives—not just mine, but so many others in the same situation."

### **A Vital Resource for Over 17,000 Patients Without a Family Practitioner**

With more than 17,000 residents in the Kootenay Boundary region currently without a family practitioner, the KB Access Clinic is an important resource. It provides an accessible option for patients without a family doctor or nurse practitioner.

Tanya Peever, Nurse Practitioner with KB Access Clinic, shares, "We know how tough it can be when you don't have a primary care provider. Our team is here to offer caring support and help fill that gap. It's rewarding to be part of a solution that gives people without a provider an accessible local option for their healthcare."

### **Hours of Operation & Additional Resources**

KB Access Clinic will operate five days a week, offering primary care with a mix of virtual and in-person appointments. Patients are invited to visit [kbaccess.ca](https://kbaccess.ca) for more information and online booking options.

Patients who don't have a family doctor or nurse practitioner are encouraged to sign up for the Health Connect Registry at [kbhcr.ca](http://kbhcr.ca) to be matched with available providers as spaces open. [KBScreen.ca](http://KBScreen.ca) offers virtual, age-related routine screenings, and the KB Patient Resources listing at [bit.ly/KB-Unattached](http://bit.ly/KB-Unattached) includes resources and services to help patients navigate the healthcare system and access the care they need.

### **A New & Evolving Service**

As a newly launched initiative, the KB Access Clinic is a learning experience for everyone involved. The clinic team is committed to continuously improving its services and processes and asks for the community's patience and support as they work together to shape this service to best meet the region's needs.

KB Access Clinic gratefully acknowledges funding support for the development phase of this project by the Shared Care Committee, a partnership between Doctors of BC and the Government of BC.

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### **Media Inquiries**

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### **About Prima Health Cooperative**

[Prima Health Cooperative](#) is a not-for-profit organization, led by family practitioners, community partners, and patients, dedicated to improving healthcare access for all residents in the Kootenay Boundary region. By fostering community-led initiatives and innovative solutions, Prima Health is helping to build a sustainable and equitable healthcare system for the future.