



Dear Patient or Authorized Representative,

For many years, the practitioners at Murrayville Family Practice have operated under a unique medical model known as Population Based Funding (PBF). This model has enabled us to practice in innovative and efficient ways that have benefitted our patients. However, the Provincial Ministry of Health has recently announced that it will discontinue our particular model, which means that as of October 1, 2026, the practitioners at Murrayville Family Practice will transition to the Longitudinal Family Practice (LFP) model of care offered at medical offices in BC.

While we will attempt to provide the same excellent service with as little disruption as possible, it is inevitable that changes to our clinic model will necessitate some changes in our daily practices.

The following changes will be effective starting September 1, 2026, as we transition to the Longitudinal Family Practice model of care. We appreciate your patience and understanding through this transition, as these updates will help us to continue to provide safe, timely, and sustainable care.

Urgent Care

We will no longer be providing urgent care walk-in or phone appointments between 8:00-8:50am. However, we will continue to provide same-day urgent care access, with a few changes. If you have an urgent medical issue, please call the office and an appointment time will be provided throughout the day if there is availability.

Prescription Refills

As part of this transition, we are updating our prescription refill process. While we work through these changes, our current refill process will remain in place. Over time, we will be introducing brief telephone appointments with your practitioner or our clinical pharmacist to ensure the ongoing safe and appropriate use of your medications. We will keep you informed as these changes are introduced and appreciate your patience during this transition.

Appointment Length

Transitioning to the Longitudinal Family Practice model of care means we must shorten standard appointment times to accommodate all of our patients. Because shorter appointments provide less time to safely address multiple concerns, your practitioner may ask you to book a follow-up appointment if you have several medical issues to discuss.

Emails

While our clinic may use email to securely send you test results, practitioners will no longer accept emails from patients. If you have a medical question, concern, or refill request, please call the clinic to book an appointment rather than emailing.

Missed Appointments

To ensure all patients have access to timely care, a \$25 fee will now apply to any missed appointments (virtual/phone/in-person). We understand that unexpected situations arise, so please call to cancel in advance to avoid this fee. To make this easy, we have a dedicated 24-hour cancellation line. Call our office and press 2, then leave a message with your name, appointment date, and time for the cancellation.

The use of AI Scribes

Many practitioners in our office use AI scribes to assist with the efficiency of documentation and charting. You may be asked prior to your appointment if you consent to the use of an AI scribe. We take confidentiality and data protection seriously - please read our Privacy Policy on our website if you have questions.