

COVID-19 Emergency Health Provider Registry
Frequently Asked Questions
December 2020

1. What is the Emergency Health Provider Registry?

The Ministry of Health has worked with HealthLink BC to update the existing Emergency Health Provider Registry (EHPR) for use during the COVID-19 pandemic. This online registry was first developed to support deployment of health authority employed health care providers during the 2017-2018 wildfire season. Activation of the EHPR is a proactive step to ensure BC's health care system is best prepared to respond during this uncertain time.

As part of this work, an additional stream was added to the EHPR (aka "COVID-19 Emergency Health Provider Registry" or COVID-19 EHPR) which focuses on deployment needs specific to the impacts of COVID-19 and is open to health care providers who:

- normally work in private practice;
- are not currently working; and/or
- have received temporary emergency registration from their regulatory college.

2. Who should register with the COVID-19 EHPR?

All eligible health care providers are invited to register. This includes:

- Health care providers in good standing (meet fitness to practice requirements) with their health profession regulatory college or credentialing body, who usually work in private practice and would now like to be redeployed to work in a health authority as part of the COVID-19 response. *Note you will be required to demonstrate this prior to being hired/working for a health authority.*
- Retired health care providers who have registered on a temporary emergency basis with their health profession regulatory college or credentialing body and are willing to work in a health authority.

3. Do current health authority employees or contactors who would like to be deployed in the COVID-19 response need to register in the COVID-19 EHPR?

At this time, all individuals who are potentially able to be deployed/redeployed should sign up – though the initial focus will be on non-HA employees. If you are a current health authority employee, please indicate that on the form.

4. How do health care providers register with the COVID-19 EHPR?

Health care providers in good standing with their regulatory college or credentialing body can fill out the online registration form. Health care providers are asked in the form to give consent for their personal information to be shared with health authorities.

The online form is found [here](https://forms.hlth.gov.bc.ca/registry-covid-19?current=/node/206) (<https://forms.hlth.gov.bc.ca/registry-covid-19?current=/node/206>). The link will also be included in the communication you will have received from your health profession regulatory college or relevant credentialing body. You will be asked to confirm in the online form that you are a registrant in good standing or have been given emergency temporary registration by your respective regulatory or credentialing body.

Please fill out the form as completely as possible, with as much specific information as possible. This will allow health authorities to effectively and efficiently contact individuals. Please pay particular attention to indicating what specific credentials and/or training you have received.

5. How will the COVID-19 EHPR be used?

The COVID-19 EHPR will be used if/when health authorities require additional health care providers in response to COVID-19. Health authorities will be able to access and use the COVID-19 EHPR to initiate contact with a broad range of health care providers, if/when additional assistance is required.

6. If I join the COVID-19 EHPR, when will I be called?

Ensuring a highly trained group of health care providers are ready to provide care is critical to planning for a quickly evolving pandemic.

It is possible you may be contacted shortly after completing your registration. Health authority needs will vary and reach out will occur as and when needed.

Following registration, you may also receive infrequent emails asking you to confirm that you are still interested in remaining on the registry, or if your information has changed. This helps to ensure that the registry remains useful and does not include stale information.

7. What role do health professional regulatory colleges, registries or other credentialing bodies play in the COVID-19 EHPR?

Health profession regulatory colleges, the BC Care Aide and Community Health Worker Registry and other credentialing bodies play a critical role in helping connect health care providers with health authorities.

These bodies provide temporary registration as appropriate; however, there is no direct connection between the regulatory bodies and the COVID-19 EHPR, and they do not have access to the database. That said, health authorities may contact these bodies to confirm registration status and that registrants are in good standing prior to hiring/beginning work.

8. Who can health care providers contact for help in filling out the COVID-19 Provider Registry online registration form?

Health care providers are asked to first attempt to complete the online form on their own. If problems arise, please email HealthLink BC at healthlinkbc@gov.bc.ca for assistance filling out the form. Be sure to include "COVID EHPR" in the subject line of the email.

Questions about the nature of the work required or terms of employment can be best answered by a health authority representative once an offer of employment has been extended, not at the time of completing the online registration form. Signing on to the COVID-19 EHPR does not mean that a health care provider is required to accept an offer of employment from a health authority.

9. As a health care provider, will I get a choice of where I will work and how I will be deployed? What protective precautions will be in place?

Health care providers are asked to state their preferred deployment location(s) when completing the online registration form along with questions about your willingness to care for patients who are known to have COVID-19 or affected communities, or whether your preference is to provide care within settings that pose a lower risk of transmission.

Questions related to your preferred work settings, locations, and protective precautions will be most accurately answered if/when a health authority extends an offer of employment to an individual health care professional.

Signing on to the COVID-19 EHPR does not mean that a health care provider is required to accept an offer of employment from a health authority, nor does it mean that a health care provider will receive an offer. Before a position is offered, a health authority representative will contact a health care provider to better understand individual competencies and practice experience.

10. I have been out of practice for some time or I am concerned that I may be unfamiliar with the care setting.

Before a position is offered, a health authority representative will contact you to better understand your individual competencies and practice experience. It is important to share any concerns you might have with the health authority. The health authority will be able to share information on what orientation and onboarding supports may be available, and what ongoing supports might be available.

11. What role do health authorities have in relation to the COVID-19 EHPR and who will have access to my personal information?

Only health authorities will be able to access the COVID-19 EHPR and review the list of active health care providers to find those who have the skills required to respond to the COVID-19 pandemic. Health authority representatives will contact health care providers directly to discuss employment opportunities and extend offers of employment. Your private information is securely encrypted and will not be shared outside of health authorities without your consent. Additionally, you will have the option to give consent to share your information with Health Match BC for purposes of recruitment.

12. What about students other than employed student nurses?

At this time, only employed student nurses may sign on to the COVID-19 EHPR. In the future, this may be expanded to other health profession students.

*** Thank you for your efforts to support the provincial response to COVID-19 ***