

Connecting to primary care for Short Term Disability (STD) claims

We understand that navigating the healthcare system and getting timely access to primary care can be difficult, especially in the early stages of a new short term disability (STD) claim and if you do not have a family physician. We're here to help, with answers to frequently asked questions and links to useful resources.

Q: How does the timeline for seeing a doctor impact my STD claim?

A: A completed Attending Physician Statement (APS) form is required to begin an STD claim. Please be mindful of deadlines for submitting claim information.

Q: What if I can't be seen/treated before the claiming deadline?

A: Timely access to a primary care provider is important for treatment and recovery, as well as for minimizing the impact of your work absence. Benefits may not be payable until the date you are first seen and treated.

Q: Can the APS form be completed by a chiropractor or nurse practitioner?

A: The Attending Physician Statement (APS) should be completed by a physician. In some situations, having the APS completed by a chiropractor or nurse practitioner (NP) may be accepted for an initial brief period of the claim, until you are able to be seen by a physician. If you're unsure about having an APS completed by a chiropractor or NP in your situation, please call us to discuss.

Support finding primary care

Below are some resources and tips that may help you to find a primary care provider who will be able to complete your APS form.

- [Medimap](#) is a free resource for finding local care providers.
- Vancouver Coastal Health has [tips on finding care](#).

- Many [Divisions of Family Practice](#) offer to connect patients to a family doctor. Please contact your local division for more information. Call [1 \(800\) 665-2262](tel:18006652262).
- Ask friends and family members for recommendations.
- Ask walk-in clinic providers that you have seen if they are accepting new patients.
- Contact clinics accepting new patients to book an intake appointment. Check sandwich boards and business websites to see if clinics are accepting new patients.
- Search for community providers and clinics through [Pathways Medical Care Directory](#).
- Register with the [Health Connect Registry](#) to connect with primary care providers.
- Search [FindaDoctorBC.ca](#) to see local clinics that may be accepting new patients.

If you're experiencing ongoing difficulty in connecting with a primary care provider, you may want to explore virtual care options.

Support finding virtual care

Some virtual care providers may be able to complete a [digital APS form](#) for your STD claim.

Pacific Blue Cross members can access several virtual care options, most of which are at no cost. Options include:

- [8-1-1 virtual physicians at HealthLink BC](#)
- [Walkin](#)
- [WELL Health VirtualClinic+](#)
- [Maple](#)
- [Telus MyCare](#)
- [Vivacare](#)
- [Rocket Doctor](#)
- [Tia Health](#)

The Canadian Medical Association's [guide on navigating a virtual care visit](#) helps answer some frequently asked questions about using virtual healthcare services.

If you have any other questions about your APS form or your Short Term Disability claim, please contact our Work & Wellness team at 604-419-8040, toll-free on 1-877-722-2583 (press 1 and then press 4) or at WorkAndWellness@pac.bluecross.ca (Monday to Friday, 8am to 4:30pm PST).