

Welcome

At Shellbridge Family Health Clinic, we offer comprehensive and coordinated primary care for most health-care needs at all ages and stages of life. Our team of health professionals is your first point-of-contact for ongoing, personalized care close to where you live.

Our commitment

- We honour and respect your values and beliefs.
- We safeguard your information with strict confidentiality.
- We are here to listen to your questions and feedback.



Appointment guidelines

Plan your visit

For each visit, bring your valid B.C. Services Card (Care Card), check-in with the front desk staff and update your contact information such as phone number, address and email.

If you're running late, let us know as soon as you can. We will do our best to fit you in the same day, but you might need to wait or reschedule for another day.

We try our best to keep our clinic on schedule because we value your time. Occasionally, unexpected emergencies might cause delays. We appreciate your patience and understanding. If you cannot wait, we can reschedule your appointment.

How to book an appointment

Call us to make or change an appointment:

- During clinic hours at 604-244-5581

Let us know at least 24 hours in advance if you cannot make your appointment. A fee may be charged for a missed appointment.

Care essentials



Medications

Your provider will prescribe you enough medication to last until your next follow-up visit. To renew your prescription, you will need to book an appointment. In case of an emergency where you need more medication, your regular pharmacist may be able to help.



Safe environment

We are committed to equity, diversity and inclusion. We treat everyone with respect and kindly ask you do the same.



Scent-free policy

We strive to maintain a scent-free environment. Please do not wear perfumes, colognes or other scented products, as these can cause discomfort for some people.



Test results

We will reach out to you if your test results need to be discussed. If you are concerned about a test result, call us to check if it is available and book a follow-up appointment.

How long for test results?

Blood work: 1 to 4 days

X-ray and ultrasound: 3 to 5 days

CT and MRI: 5 to 7 days

Pregnancy screening: 2 to 3 weeks

Pap test: up to 6 weeks

Uninsured services

The Medical Services Plan covers most medical fees, but does not cover services such as sick notes, medical reports, forms, letters or cosmetic procedures.

We will let you know of any costs for uninsured services and ask for your approval before proceeding. Payments, which must be made by credit, debit, or cheque (no cash), will be your responsibility or that of the requesting third party.

When you book your appointment, let us know that you have a form to fill out. Please allow up to 30 days for form completion.