

# BCM Affiliation Script Pathway

## Example

### Verify Demographics

- Who is your *Family Doctor*?
- Confirm *Address & Phone*?
- Do you have an *E-mail Address*?
- What is your preferred *Pharmacy*?

Affiliation Call to Patient

Patient Calls to Book

Patient Sees Nurse/PCN  
Patient Visit/Call with Doctor

“Dr. X has asked me to let you know about an exciting step forward that our clinic is taking called the *Blended Capitation Model...*”

“While I have you here/on the phone...”

### BCM Key Points:

- Exclusive way to look after you, one of only 6 clinics in Alberta
- You get to keep Dr. X as your family doctor!
- This will save you time!
- Keep providing care over the phone, with video visits, secure email
- We can provide quality care for you anywhere in Alberta
- Support you with a team: doctors, pharmacists, nurses, mental health
- We only ask that you: *Call us first when you need care!*

“To continue seeing Dr. X, Alberta Health requires that you sign a document called an *Affiliation Agreement*. This document says that you want Dr. X as your doctor, and the <clinic name> as *your home base for care*”.  
(Patient may want more info from Dr.)

Sign in Clinic  
Print form/stylus pad

- Form goes to scanning
- Form added to chart
- Chart status changed: “Affiliated”

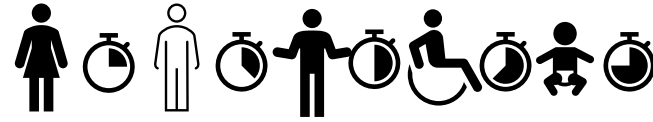
# Blended Capitation versus Fee For Service



The clinic receives funding each year to look after a group of patients who have signed an **Affiliation Agreement** with their doctor.

Some patients won't need to come in. Others may come in several times. The clinic is paid to be there for them either way.

This group of patients is called a **"panel"**.



The clinic receives funding for the doctor seeing each patient as they come in.

Pay is for the service provided and the time spent.

The more patients that are seen, the more funding the clinic gets.



The patient is looked after by the member of the **team** who can most help them with their issue.



The doctor **MUST** see or talk to the patient in order to get paid every time they come to the clinic.



Visits can be done in a number of different ways, over the phone, video conference, secure messaging, or in person.



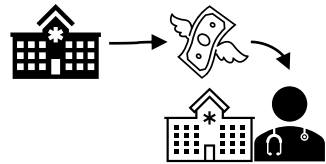
Most visits are done in person, with the doctor seeing the patient directly – "whites of the eyes".



Care is provided **where the patient needs it** in Alberta.



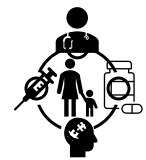
Care is provided in the clinic.



If a patient visits a family doctor at another clinic, some of their funding is transferred to that doctor. This is called **"Negation"**.



If a patient visits a family doctor at another clinic, that doctor is paid for the service they provide and the time spent.



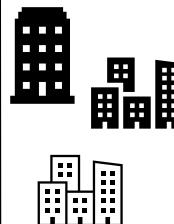
Patients can talk to and book with the team at their **Medical Home** base. They can access their doctor, or the team member who is able to provide them the most help with their issue.



Patients must see or talk to the doctor first as a gateway to the rest of the clinic team. Most visits with the team will also require a doctor appointment.



Patients are required to sign an **Affiliation Agreement**. This states that their doctor and the team at their clinic will be supported to provide their care. In turn, the patient is asked to **contact the clinic first** when they need care.



Patients are seen at the discretion of the doctor or clinic.