

BC's Emergency Health Provider Registry (EHPR): Frequently Asked Questions

1. What is BC's Emergency Health Provider Registry (EHPR)?

The EHPR is an online registry which was first developed to support deployment of Health Authority-employed health care providers during the 2017-2018 wildfire season and was later updated for use during the COVID-19 pandemic. Activation of the EHPR is a proactive step towards ensuring BC's health care system is best prepared to respond to emergencies of a varied nature, including pandemics, wildfires and floods. It is an online registry of health care professionals who are willing and able to be deployed or hired to support B.C.'s health system response.

2. Who should register with the EHPR?

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

- Health authority (HA) employees – both clinical and non-clinical (i.e., trades, administrative, etc.);
- 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 like to be deployed to work in a HA setting;
- Students, including medical residents and employed student nurses;
- Retired health care providers who are:
 - registered on a temporary emergency basis with their health profession regulatory college or credentialing body and are willing to work in a HA; or,
 - unregistered but are able to support an emergency response by providing non-clinical care; or,
 - unregistered but who meet the requirements outlined in the [Provincial Health Officer \(PHO\) Order](#) to provide or support COVID-19 immunization services – provided the declared public health emergency is in effect.
- Health care providers without a regulatory college or credentialing body (e.g., Respiratory Therapists, Medical Laboratory Assistants, Medical Laboratory Technicians), who have retained membership with their society.

3. How do I register?

Eligible individuals should fill out the [online registration form](#). By registering, you are giving consent for your personal information to be shared with HAs, the Ministry of Health and Health Match BC.

You will be asked to confirm that you are a registrant in good standing or have been given temporary emergency registration by your respective regulatory or credentialing body, if appropriate.

Please provide as much information as possible, paying particular attention to indicating what specific credentials and/or training you have received. This will allow HAs to effectively and efficiently contact individuals.

4. How will the EHPR be used?

The EHPR will be used if/when HAs require additional health care providers in response to an emergency (i.e., wildfire, pandemic, etc.). HAs will be able to access and use the EHPR to initiate contact with a broad range of health care providers, if/when additional assistance is required. This step may also be completed by the Ministry of Health or HealthMatch BC, as needed.

5. If I join the EHPR, when will I be called?

It is possible you may be contacted shortly after completing your registration. HA needs will vary and reach out will occur as and when needed. Depending on the specific needs of the HA, you may not be contacted for deployment. However, the EHPR is maintained year around so that it is available to use when and as needed.

Following registration, you may also receive infrequent emails asking you to confirm that you are still interested in remaining on the EHPR, or if your information has changed. This helps to ensure that the EHPR remains current.

6. I am an HA employee; do I need to get my supervisor's permission prior to registering on the EHPR?

We recommend that you inform your supervisor prior to *registering*, to ensure they are supportive of potential deployment. Please note that you will be required to obtain your supervisor's approval prior to being *deployed*.

7. Do I need to be immunized against COVID-19 to register or be deployed?

Yes, as per the [PHO order](#), you must be fully immunized against COVID-19 to register. Upon deployment, all prevailing infection prevention and control policies must be followed by deployed staff, including mandatory immunization in some circumstances.

8. Who can I contact for help in filling out the EHPR registration form?

You are asked to first attempt to complete the online form on your own. If problems arise, please email EHPRquestions@gov.bc.ca for assistance.

Questions about the nature of the work required or terms of employment are best answered by an HA representative once an offer of employment/request for deployment has been extended (not at the time of completing the online registration form).

Please note that registration into the EHPR does not mean that you are required to accept an offer of employment/deployment.

9. Will I get a choice of where I 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 a question about preferred placement options for deployment.

Questions related to your preferred work settings, locations, and protective precautions will be most accurately answered if/when you are contacted.

Signing on to the EHPR does not mean that you are required to accept an offer of employment or deployment, nor does it mean that you will receive a request/offer. Before a position is offered, an HA representative will contact you to better understand your individual competencies and practice experience.

10. Who will have access to my personal information?

HAs, the Ministry of Health and HealthMatch BC are able to access the EHPR and review the list of active registrants to find those who have the skills required to respond to the emergency at hand.

Your private information is securely encrypted and will not be shared outside of these organizations without your consent. Your personal information is collected in compliance with BC privacy legislation under section 26(c) and (e) of the *Freedom of Information and Protection of Privacy Act*. Your information will be retained indefinitely (pending your reply to periodic requests you will receive to refresh your information) and may be shared with the Ministry of Health, Health Match BC and HAs, to support B.C.'s health system response.

11. What happens if I need to update my registration information?

You will receive a confirmation email after registering with a unique registration number. Please keep a copy of this number should you need to revise your information at a later date.

12. What are the current areas of high need identified?

At this time, there are a number of high needs areas across the health system that are experiencing challenges due to the COVID-19 pandemic. While these are fluid, the areas of highest need are:

- Critical care/intensive care units
- Emergency departments
- Long-term care
- Home support

- COVID-19 specific support (such as immunization and testing)

13. Can current HA employees be deployed?

The EHPR includes current HA employees as well as individuals who are retired, not currently practicing, or working within the private sector. Given the current needs across the health system, redeploying current HA employees is under consideration, but will likely only be done on a limited basis, to ensure that we do not further strain the health system.

Priority for deployment will be given to individuals not currently working within the public system, so that any potential impacts to current services are minimized. HAs already do regular work across their regions to move employees from site to site as needed to manage demand and gaps. The EHPR is intended to provide an additional support – not replace those efforts.