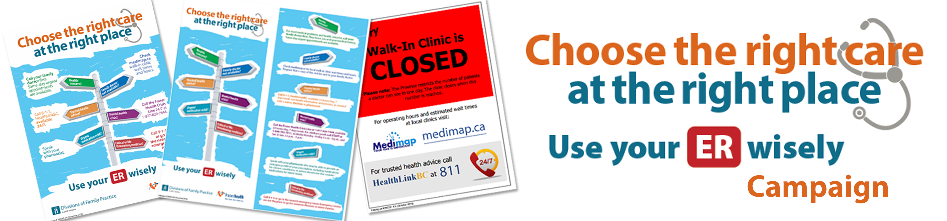
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**Walk-in Clinic Roles and Responsibilities**

* Commit to support the campaign.
* Launch [medimap.ca](http://medimap.ca/" \t "_blank) if not already participating.
* Adopt [after-hours voice message](http://www.fraserhealth.ca/media/Phone_Scripts.pdf" \t "_blank) to reflect 8-1-1 option and [medimap.ca](http://medimap.ca/" \t "_blank).
* Adopt [automated message](http://www.fraserhealth.ca/media/Phone_Scripts.pdf" \t "_blank)**[during](http://www.fraserhealth.ca/media/Phone_Scripts.pdf" \t "_blank)**[business hours](http://www.fraserhealth.ca/media/Phone_Scripts.pdf" \t "_blank) to include [medimap.ca](http://medimap.ca/" \t "_blank).
* Display [posters](http://www.fraserhealth.ca/health-professionals/professional-resources/choose-right-care-right-place-use-er-wisely-campaign/get-your-campaign-materials/" \t "_self) in waiting room and each exam room.
* Display [rack cards](http://www.fraserhealth.ca/health-professionals/professional-resources/choose-right-care-right-place-use-er-wisely-campaign/get-your-campaign-materials/" \t "_self) in waiting room.
* Display consistent [Closed signage](http://www.fraserhealth.ca/health-professionals/professional-resources/choose-right-care-right-place-use-er-wisely-campaign/get-your-campaign-materials/" \t "_self) on front door outlining options for patients after hours.
* Customize/use [Clinic Campaign Guide](http://www.fraserhealth.ca/media/Clinic_Campaign_Guide.docx) to promote staff awareness of key messages.
* Consider [adding video or your poster PDF](http://www.fraserhealth.ca/health-professionals/professional-resources/choose-right-care-right-place-use-er-wisely-campaign/get-your-campaign-materials/" \t "_self) to electronic signage if it exists in the clinic.
* Reinforce [key messages](http://www.fraserhealth.ca/health-professionals/professional-resources/choose-right-care-right-place-use-er-wisely-campaign/about-the-campaign/" \t "_self) with patients.
* Monitor supply of rack cards and re-order via Fraser Health at [feedback@fraserhealth.ca](mailto:feedback@fraserhealth.ca) when necessary.

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**Examples of Campaign Materials**

**Note:** Posters and rack cards are currently being translated into Chinese Simplified and Punjabi. They will be posted to fraserhealth.ca and available to order once translation has been completed.

|  |  |  |
| --- | --- | --- |
| **Posters** | **Rack Cards** | **Closed Sign** |
| **Sizes available:**  8.5” x 11”  11” x 17”  18” x 24” | **Sizes available:**  4” x 9” | **Sizes available:**  8.5” x 11” |
|  |  |  |

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We request that the Division and hospital collaborate on one bulk order. To streamline the process, the Division’s order should include posters required by all GPs and walk-in clinics.

**Copy the table below, paste into an email, and add your quantities. Email to** [**feedback@fraserhealth.ca**](mailto:feedback@fraserhealth.ca)**.**   
  
Fraser Health will print the posters and rack cards at no cost and deliver to the addresses you provide below. Allow about 4-5 weeks for delivery.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Division of Family Practice Order Information** | | | | | |
| Name: |  | | Email Address: | |  |
| Phone No: |  | | Title: | |  |
| Delivery/Shipping Address: |  | | | | |
| **Hospital Order Information** | | | | | |
| Name: |  | | Email Address: | |  |
| Phone No: |  | | Title: | |  |
| Delivery/Shipping Address: |  | | | | |
| **Item** | | **Division of Family Practice** | | **Hospital** | |
| 8.5"x11" Poster | |  | |  | |
| 11"x17" Poster | |  | |  | |
| 18"x24" Poster | |  | |  | |
| 4”x9” Rack cards | |  | |  | |
| Closed signs for walk-ins | |  | |  | |

**Sample Order**To guide you, here is what the White Rock South Surrey Division and Peace Arch Hospital ordered at the outset.

|  |  |  |
| --- | --- | --- |
| **Item** | **White Rock South Surrey Division** | **Peace Arch Hospital** |
| 8.5"x11" Poster | -- | 10 Peace Arch Hospital elevator notice boards |
| 11"x17" Poster | 120 for Clinic exam rooms 29 for City of White Rock | 1 Admin Reception Area 20 for Peace Arch Hospital units |
| 18"x24" Poster | 19 for Clinic waiting room areas 6 for City of White Rock | -- |
| 4”x9” Rack cards | 2500 Clinics Libraries  City of White Rock  (rec centres) Innovation Fitness  Seniors Come Share  Pharmacies | 500  Peace Arch Hospital  Peace Arch Hospital Foundation |